Jim Chelmowski

From: Hammond, Celeste [7hammond@jmls.edu]
Sent: Wednesday, December 4, 2013 10:57 AM

To: Heather Pope; Bob DeStefano; TG6738@att.com; MITTELSTEAD, ANN (Legal)

Subject: RE: James Chelmowski vs. AT&T - AAA Case No. 51 434 263 13 -- 12-04-13 Conference

Call

Heather Mr. De Stefano, Mr Green and I met on the conference call. By agreement of the parties:

- 1) A document production by Respondent, including items requested by Claimant in its Claimant's Rule 21 First Request for Documents as limited by the attorney/client privilege, no later than 5:00 pm Chicago time January 15, 2014.
- 2) Both parties will exchange any documents they plan to use as exhibits at the hearing no later than 5:00 pm Chicago time January 15, 2014.
- 3) Hearing currently set for December 17, 2013 is continued to Friday February 28, 2014 at 9:30 am in Chicago office of AAA.

Please make appropriate arrangements with AAA Chicago office regarding the change in Hearing date. Please let me know if you wish me to produce a more formal document than this email regarding our phone meeting on Claimants Motion to Compel and Respondent's objections sent December 2, 2013 via email.

Please let me know if there is anything else you need.

Best regards,

Celeste



Celeste M. Hammond ACREL Fellow, CRE Professor Director, Center for Real Estate Law The John Marshall Law School 315 S Plymouth Ct Chicago, IL 60604 Direct: (312) 987-2366 Fax: (312) 427-5280 7hammond@jmls.edu Center for Real Estate Law

From: Heather Pope [mailto:PopeH@adr.org] Sent: Tuesday, December 03, 2013 12:15 PM

http://ssrn.com/author=329502

To: Bob DeStefano; TG6738@att.com; MITTELSTEAD, ANN (Legal)

Cc: Hammond, Celeste

Subject: James Chelmowski vs. AT&T - AAA Case No. 51 434 263 13 -- 12-04-13 Conference Call

Dear Counsel,

A conference call in this matter is scheduled to take place on **December 4, 2013 at 10:00 am CT / 11:00** am ET. Please use the following telephone number and participant code to conference into the call:

Telephone number: 1-888-537-7715 Participant code: 31033473#

1

Very truly, Heather



Heather Pope

Case Manager, Consumer ADR Operations

American Arbitration Association 6795 N. Palm Ave. 2nd Floor Fresno, CA 93704 www.adr.org

T:559 490 1909 **F**:855 433 3046

The information in this transmittal (including attachments, if any) is privileged and/or confidential and is intended only for the recipient(s) listed above. Any review, use, disclosure, distribution or copying of this transmittal is prohibited except by or on behalf of the intended recipient. If you have received this transmittal in error, please notify me immediately by reply email and destroy all copies of the transmittal. Thank you.

From: Hammond, Celeste [mailto:7hammond@jmls.edu]

Sent: Monday, December 02, 2013 10:07 AM

To: Bob DeStefano

Cc: TG6738@att.com; Heather Pope

Subject: RE: James Chelmowski vs. AT&T - AAA Case No. 51 434 263 13

Importance: High

I will entertain arguments about the motions of Claimant and responses by Respondent on Wed Dec 4 at 10 am Chicago time. Heather Hope will provide conference call information for that conference phone call.

Best regards,



Celeste M. Hammond ACREL Fellow, CRE Professor Director, Center for Real Estate Law The John Marshall Law School 315 S Plymouth Ct Chicago, IL 60604

Direct: (312) 987-2366
Fax: (312) 427-5280
<u>7hammond@jmls.edu</u>
<u>Center for Real Estate Law</u>
http://ssrn.com/author=329502

From: Bob DeStefano [mailto:bdestefano@rdestefanolaw.com]

Sent: Friday, November 29, 2013 5:03 PM

To: Hammond, Celeste

Cc: TG6738@att.com; PopeH@adr.org

Subject: James Chelmowski vs. AT&T - AAA Case No. 51 434 263 13

Attached is claimant James Chelmowski's Motion to Compel. Please advise me if you will allow this motion to be heard on December 4, 2013 at 10:00a.m.

Thank you, Bob DeStefano

JAMES CHELMOWSKI v. AT&T CASE # 51 434 263 13

CLAIMANT'S RULE 21 FIRST REQUEST FOR DOCUMENTS

NOW COMES the Claimant JAMES CHELMOWSKI and pursuant to Arbitration Rules and Procedures of the American Arbitration Association Rule 21 exchange of information the Claimant James Chelmowski requests that AT&T produce on or before November 29, 2013 the following:

- 1. Produce any and all documents internal and external and all emails with regards to Jim Chelmowski or James Chelmowski (Claimant) or any of his phone numbers from 12/01/2009 to the present. Included in this request is over 3000 internal emails with time and date stamps. This also includes but is not limited to all emails with the Claimant's name with derivation or abbreviation, his phone numbers or anything about him in email message content, attachments or any metadata from 2009 to the present.
- 2. Produce any and all documents internal and external, emails, working papers, logs, submitted to others, filings for the porting of 847-768-0000 started on 12/10/2009 and 847-768-0400 started in 12/10/2009 plus 3/18/2011 porting of all 4 numbers 847-768-0400, 847-768-0000, 847-744-5626 and 847-917-2384. This should include all communication to and from other companies or carriers, including but not limited to FCC, Neustar, North American Numbering Council (NANC), Number Portability Administration Center Service Management System (NPAC SMS), National Exchange Carrier Association (NECA), other government agencies and other companies regarding porting of all these numbers noted in this request (2).
- 3. Produce any and all documents from AT&T internal investigation regarding the inability to port service for Claimant, the FCC Informal Complaint 11-C00292341 of Claimant purportedly addressed by AT&T and Margaret Trammell, AT&T Manager-FCC Appeals Bureau from March 24, 2011 date filing of the FCC informal complaint to the present include all documents, work papers, internal and external correspondence, emails, and any other memorialization of the Claimant's file in any format since 2009 to the present.
- 4. Produce any and all documents of AT&T internal investigation regarding the inability to port Claimant's service, Illinois Attorney General Complaint 2011-CONSC-00304479 by Claimant purportedly addressed by AT&T and Sherri Baker, AT&T Office of the President of AT&T from April 9, 2011 date of filing the complaint to the present include all documents, work papers, internal and external correspondence, emails, and any other memorialization of the Claimant's file in any format since 2009 to the present.
- 5. Produce any and all communication with collection entities and/or collection agencies regarding Claimant since 2009 to the present. All communications with any

entity or individual about James Chelmowski credit and payment history from 2003 to the present.

- 6. Produce any and all AT&T cell phone bills for Claimant's accounts from 01/04/2011 to the present.
- 7. Produce any and all AT&T policies and/or procedures for certified mail receipt in the AT&T legal department or other departments and any certified mail log that would verified the 2 letters were received from Claimant or not received as AT&T claims on April 8, 2013 and March 1, 2013.
- 8. Produce any and all AT&T policies and procedures, porting manual and instructions given to AT&T employees for proper number porting from AT&T to another service provider with all steps and codes since 2009 to the present.
- 9. Produce proof of AT&T Counterclaim filing on or before 5-1-13, any certified mail receipt and/or proof of service on Claimant for said filing and the order by the Arbitrator authorizing said filing.
- 10. Produce all correspondence, emails and communications memorialized in any form addressing the Claimant's porting claims and other claims against AT&T since December 1, 2009 to the present including communications from or to Stephanie Maidlow, Jan Mendal, Ann Mittelstead, Jim Camberis, Ralph del Vega, John Stephens, Sherri Baker, Margaret Trammel, Paul Bland Jr., Deepak Gupta, any representatives from Public Justice, Timothy McPike and/or any representatives from the Illinois Attorney General's Office, FCC Representatives and XO Porting Manager.
- 11. Produce any and all specific internal email communications from, to or about Claimant from December 10, 2009 to the present including but not limited to 1,365 opened and/or reviewed by Randall Stephenson, Chairman, Chief Executive Officer and President, 974 emails opened and/or reviewed by John Stanky, President and Chief Executive Officer AT&T Business Solutions, 705 emails opened and/or reviewed by Ralph del Vega, President and Chief Executive Officer AT&T Mobility, 470 emails opened and/or reviewed by Wayne Watts, Senior Executive Vice President and General Counsel, 481 emails opened and/or reviewed by Brooks McCorkle, Senior Vice President Investor Relations and any other AT&T employees opening and/or reviewing any emails by Claimant during that time period.

Respectfully submitted,

Asher ad

Robert A. DeStefano, Attorney for Claimant

JAMES CHELMOWSKI v. AT&T CASE # 51 434 263 13

PROOF OF SERVICE BY EMAIL

I, Robert DeStefano certify; that I served Claimant's Rule 21 First Request for Documents to the following on November 18, 2013:

Thomas J. Green TG6738@att.com

Heather Pope PopeH@adr.org

Celeste Hammond 7hammond@jmls.edu

Date

Signature

JAMES CHELMOWSKI v. AT&T CASE # 51 434 263 13

MOTION TO COMPEL

NOW COMES the Claimant JAMES CHELMOWSKI by and through his attorneys ROBERT A. DESTEFANO and ASSOCIATES, P.C., and in his Motion to Compel against AT&T pursuant to Federal Rules of Procedure 26 and 37, Illinois Supreme Court Rules 201, 214 and 219 and AAA Rule 21 Exchange of Information and states as follows:

- 1. That Claimant has previously requested a discovery disclosure schedule stating "A schedule for the exchange of information between the parties needs to be entered pursuant to AAA Commercial Arbitration Rule 21" on September 27, 2013. (See Exhibit A).
 - 2. That Respondent filed an answer on October 18, 2013.
- That Claimant's counsel thereafter left a message with Heather Pope regarding the exchange of information pursuant to AAA Rule 21.
- That thereafter on November 18, 2013 Claimant forwarded Rule 21
 First Request For Documents to AT&T. (See Exhibit B)
 - 5. That no response has been forwarded by AT&T by November 29, 2013.
- That AT&T possesses numerous documents relevant and material and information relating to issues in controversy in this matter that it can easily retrieve and forward.
- 7. That the needs for this production outweighs the minimal burden, if any on AT&T and the Claimant is prejudiced by AT&T's lack of response to the Rule 21

First Request For Documents thereby inhibiting his ability to present his case in any Hearing as well as presenting his trial exhibits, documents and witness lists.

- 8. That Rule 21 states:
- (a) At the request of any party or at the discretion of the arbitrator, consistent with the expedited nature of arbitration, the arbitrator may direct
 - (i) the production of documents and other information, and
 - (ii) the identification of any witness to be called
- (b) At least five business days prior to the hearing, the parties shall exchange copies of all exhibits they intend to submit at the hearing.
- (c) The arbitrator is authorized to resolve any disputes concerning the exchange of information.
- That it is necessary for AT&T to fully respond to the Rule 21 First
 Request For Documents to enable the Claimant to fully present his claims.
- 10. The Principle 13 of the AAA Consumer Due Process Protocol, Access to Information states:

"No party should ever be denied the right to a fundamentally-fair process due to an inability to obtain information material to a dispute. Consumer ADR agreements which provide for binding arbitration should establish procedures for arbitrator-supervised exchange of information prior to arbitration, bearing in mind the expedited nature of arbitration"

11. That given current technology it would take minimal time for AT&T to comply with the production requests because it takes AT&T seconds with their software and technology to obtain documents. For example, pursuant to AT&T's advertising detailing the SEG Message Archiving product and other AT&T email products the advertisement states:

"with the Messaging Archiving option, you can easy access one message or thousands of messages – in seconds, using either simple or advance search criteria including user, date range, metadata, message content and

even attachment content." .. "retention periods..to ten years". (See Group Exhibit C).

- 12. The time period in question is less than 10 years.
- 13. That it is necessary that AT&T's actions in not responding to the Rule 21 First Request For Documents be redressed by sanctions including barring AT&T from testifying and other pleadings of AT&T be stricken as well as other appropriate sanctions.

WHEREFORE, the Claimant JAMES CHELMOWSKI respectfully requests and prays that an order be entered in his favor and against AT&T as follows:

- A. That AT&T answer the Rule 21 First Request For Documents instanter;
- B. That AT&T shall be barred, upon its failure to fully comply with Claimant's request from testifying at hearing;
- C. That this Arbitrator enter such sanctions against AT&T and in addition to the abovementioned as it deems appropriate including attorneys' fees as it relates to this Motion to Compel;
- D. And for such other and further equitable relief as this court deems fit.

Respectfully submitted,

Robert A. DeStefano, Attorney for Claimant

Whent a. ditter

Robert A. DeStefano and Associates, P.C. 6547 W. Cermak Berwyn, Illinois 60402 708-749-9514





Bob DeStefano

 bdestefano@rdestefanolaw.com>

James Chelmowski v. AT&T

Bob DeStefano <bde>stefano@rdestefanolaw.com>

Fri, Sep 27, 2013 at 4:16 PM

To: PopeH@adr.org

Cc: 7hammond@jmls.edu, TG6738@att.com

AMERICAN ARBITRATION ASSOCIATION

Basis of Mr. Chelmowski's claims:

- 1) Breach of Contract-The claimant was a customer of AT&T from 1994 to part of 2011. AT&T failed to port the 847-768-0400 phone number of the claimant through today's date. AT&T did not reactivate the claimant's voicemail upon his request nor did it provide him access to his clients and prospects voicemail messages. AT&T did not pay the \$375 arbitration fee to the claimant through today's date. AT&T intentionally neglected to arbitrate all disputes and claims per arbitration clause. AT&T did not provide the appropriate arbitration forms and information on its website in contradiction of its purported consumer friendly arbitration clause. AT&T overall did not act in good faith and did not deal fairly with the claimant in every aspect of the contract. The claimant performed under the contract in good faith while attempting port all of his telephone numbers to another provider in spite of the resistance and egregious conduct of AT&T employees.
- 2) Conversion- AT&T converted the phone number 847-768-0400 owned by the claimant since 1998 and to this date it has not allowed that number to be ported when he requested it in 2011 further violating federal law 75 FR 35315, June 22, 2010 (47 C.F.R. 52.35(a)).
- 3) Fraud- AT&T intentionally provided false and misleading explanations for its inability to port the claimant's phone numbers including the 847-768-0400 number as well as providing false and misleading responses to camouflage the violation of federal law and breaches of contract with the claimant. AT&T continued to provide inaccurate credit information about the claimant and purposely billed and/or overbilled the claimant to buttress its manufactured and unfounded defense and to further its attempts to intimidate the claimant to settle without any consideration for the pecuniary, physical and psychological damages it heaped upon Mr. Chelmowski.
- 4) Intentional Infliction of Emotional Distress-AT&T is a public utility that through its employees lied to the claimant and was grossly discourteous to him while he asserted his ownership rights to his phone numbers. During his attempts to receive and retrieve his time sensitive customer voice messages, his attempts to port and to transfer his phone numbers and service to another company AT&T's disingenuous conduct continued. Executives and supervisors opened the claimant's email requests numerous times as claimant attempted to service his current mortgage customers and/or cultivate new client business without his phone and/or functioning voicemail, however AT&T's employees intentionally provided no substantive response that did not advance their contractual obligations or their duty under federal law. AT&T had knowledge of the claimant's susceptibility knowing that he had been hospitalized on March 3, 2011 for chest pains during the time he discovered that AT&T was purposefully inhibiting the lawful transition of his telephone numbers to another phone company and further depriving him of his client's voicemail messages on deals that were pending, about to be consummated and/or new client contacts. There are at least 3000 internal emails about the claimant and his requests to port his numbers and receive his voicemails

that were digested by AT&T top executives starting from 2/27/11 including Randall Stephenson, Chairman, Chief Executive Officer and Pres., John Stanky President and Chief Executive Officer, AT&T Business Solutions, Ralph Dela Vega President and Chief Executive Officer AT&T Mobility, Wayne Watts Senior Executive Vice President and General Counsel, and Brooks McCorkle Senior Vice President Investor Relations as well as other AT&T employees, but this constant review of the claimants request's did not yield conformance with the contract or with federal law and further illustrates the intentional wrongful conduct strategy employed by AT&T to block the transfer of the claimant's property and deny his receipt of timely voicemail messages and/or a total eradication of these client communications.

5) Violation of 75 FR 35315 (2010) specifically Section 52.35 Porting Intervals (47 C.F.R. 52.35 (a)).- AT&T failed to Port telephone numbers of the claimant within one business day and still has not ported the 847-768-4000 number. Claimant believes in 2011 there were at least 7 FCC violations on his porting requests.

Claimant Chelmowski has been in the mortgage business for approximately 20 years and his business is based primarily on service and referrals. That the culpable actions of AT&T cost the claimant business and income via rate locks expiring, massive extensions of loans thereby decreasing profits, refinance transaction lost on prior clients and applicants lost to the competition because calls and/or voicemails were not received at all or not received in a timely manner. Given the historical production of the claimant damages exceed \$75,000 in lost profit, past and future and wages, medical bills, psychiatric bills, attorney fees, costs, interest and punitive damages for the intentional conduct of this mega monopolistic utility company.

A schedule for the exchange of information between the parties needs to be entered pursuant to AAA Commercial Arbitration Rule 21.

Respectfully submitted, Robert A. DeStefano Attorney For Claimant James Chelmowski 6547 W. Cermak Berwyn, Illinois 60402 708-749-9514 708-749-9537 (fax)

EXHIBITI B

AMERICAN ARBITRATION ASSOCIATION

JAMES CHELMOWSKI v. AT&T CASE # 51 434 263 13

CLAIMANT'S RULE 21 FIRST REQUEST FOR DOCUMENTS

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- 2. Produce any and all documents internal and external, emails, working papers, logs, submitted to others, filings for the porting of 847-768-0000 started on 12/10/2009 and 847-768-0400 started in 12/10/2009 plus 3/18/2011 porting of all 4 numbers 847-768-0400, 847-768-0000, 847-744-5626 and 847-917-2384. This should include all communication to and from other companies or carriers, including but not limited to FCC, Neustar, North American Numbering Council (NANC), Number Portability Administration Center Service Management System (NPAC SMS), National Exchange Carrier Association (NECA), other government agencies and other companies regarding porting of all these numbers noted in this request (2).
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- 4. Produce any and all documents of AT&T internal investigation regarding the inability to port Claimant's service, Illinois Attorney General Complaint 2011-CONSC-00304479 by Claimant purportedly addressed by AT&T and Sherri Baker, AT&T Office of the President of AT&T from April 9, 2011 date of filing the complaint to the present include all documents, work papers, internal and external correspondence, emails, and any other memorialization of the Claimant's file in any format since 2009 to the present.
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- 9. Produce proof of AT&T Counterclaim filing on or before 5-1-13, any certified mail receipt and/or proof of service on Claimant for said filing and the order by the Arbitrator authorizing said filing.
- 10. Produce all correspondence, emails and communications memorialized in any form addressing the Claimant's porting claims and other claims against AT&T since December 1, 2009 to the present including communications from or to Stephanie Maidlow, Jan Mendal, Ann Mittelstead, Jim Camberis, Ralph del Vega, John Stephens, Sherri Baker, Margaret Trammel, Paul Bland Jr., Deepak Gupta, any representatives from Public Justice, Timothy McPike and/or any representatives from the Illinois Attorney General's Office, FCC Representatives and XO Porting Manager.
- 11. Produce any and all specific internal email communications from, to or about Claimant from December 10, 2009 to the present including but not limited to 1,365 opened and/or reviewed by Randall Stephenson, Chairman, Chief Executive Officer and President, 974 emails opened and/or reviewed by John Stanky, President and Chief Executive Officer AT&T Business Solutions, 705 emails opened and/or reviewed by Ralph del Vega, President and Chief Executive Officer AT&T Mobility, 470 emails opened and/or reviewed by Wayne Watts, Senior Executive Vice President and General Counsel, 481 emails opened and/or reviewed by Brooks McCorkle, Senior Vice President Investor Relations and any other AT&T employees opening and/or reviewing any emails by Claimant during that time period.

Respectfully submitted,

Robert A. DeStefano, Attorney for Claimant

JAMES CHELMOWSKI v. AT&T CASE # 51 434 263 13

PROOF OF SERVICE BY EMAIL

I, Robert DeStefano certify; that I served Claimant's Rule 21 First Request for Documents to the following on November 18, 2013:

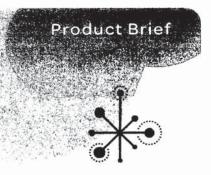
Thomas J. Green TG6738@att.com

Heather Pope PopeH@adr.org

Celeste Hammond 7hammond@jmls.edu

Date





AT&T Secure E-Mail Gateway – security as a service

Managing the thousands of e-mail messages that pass through a typical organization's servers every day is an enormous task. Dedicating in-house IT resources to ensure security, availability, and compliance for vast amounts of e-mail traffic is one approach — but doing so diverts these valuable resources from strategic work that advances business goals. Thankfully, there is a better way. With AT&T Secure E-Mail Gateway (SEG), you can:

- Help protect your company against spam, viruses, worms, phishing scams, and other malware threats before they ever reach your network
- Depend on a 60 calendar day rolling e-mail storage for web-based e-mail access during planned and unplanned server outages
- Monitor and act on all outbound e-mail containing content that violates your data loss prevention policies
- Easily utilize e-mail encryption when needed without disruption to end-user workflow
- Economically and efficiently archive every e-mail message to meet document retention requirements

AT&T SEG helps you protect, access, and archive your e-mail with no hardware to buy, no software to install, no backup tapes to mount, and no maintenance to perform.

AT&T Secure E-Mail Gateway Service Overview

AT&T SEG service is a network-based solution that blocks spam, viruses, and other inbound e-mail malware threats before they reach your

network. Just as important as blocking inbound attacks, SEG also gives you the features you need to support outbound e-mail filtering to help protect your company against loss of sensitive information and potential legal liability. SEG can also provide message archiving with unlimited storage. And, in the event of unexpected e-mail downtime or disaster, SEG helps address your business continuity needs. AT&T SEG, utilizing technology by McAfee, integrates its e-mail protection capabilities and global threat intelligence into the AT&T Network Gateway nodes to deliver Security as a Service solutions. AT&T SEG is available in a choice of two inbound/outbound service levels (Advanced and Premium). Optional support for message archiving is also available.

AT&T Secure E-Mail Gateway - Advanced AT&T SEG Advanced service offers far more than traditional spam prevention. It provides complete, multi-layered e-mail filtering protection using a combination of proven spam filters, leading antivirus engines, fraud protection, content filtering, and e-mail attack protection. Our easy-to-administer cloud-based service identifies, quarantines, blocks, and cleans suspect e-mail messages before they can enter or leave your network. This helps shield your network and critical messaging gateways from e-mail attacks, instantly blocking denial of service and other SMTPbased attacks, including directory harvest attacks, e-mail bombs, and channel flooding. If your own e-mail servers become unavailable, your end-users can access their incoming mail through an easy-to-use web interface enabling them to send and receive messages.

Benefits

- · Rapid deployment
- No hardware or software to buy, maintain, manage or update
- No encryption certificates/keys to manage
- · No up-front capital outlay
- · No setup or upgrade fees
- Simple web-based administration and reporting
- 24x7x365 techinical trouble support

Features

- In the cloud filtering to block threats before they reach your network
- Advanced spam and fraud protection
- Triple virus and worm scanning to block malware
- Web link scanning blocks messages with links to known malicious websites
- Outbound content scanning on keywords, attachments, regular expressions and and registered documents
- End-user transparent encryption
- Disaster recovery spooling and continuity
- Powerful e-discovery features to retrieve information quickly
- Full support for industry and regulatory compliance requirements
- Bundled Secure Network
 Gateway Service that provides simple billing with one contract, one bill and price discounts when purchasing more than one service



AT&T Secure E-Mail Gateway - Premium

AT&T SEG Premium service includes all of the same features as the Advanced service plus enhanced encryption features to help protect enterprises from liabilities associated with privacy and data security regulations such as The Health Insurance Portability and Accountability Act (HIPAA), Gramm-Leach-Bliley Act (GLBA), PCI Compliance, and Securities and Exchange Commission (SEC) rules. SEG Premium service provides a way to utilize e-mail encryption as part of your data loss prevention strategy (DLP). Encryption complexities are completely hidden from end users ensuring ease of use. Your IT Administrator uses a simple web-based administration console to configure encryption and DLP policles and view reports. Data is encrypted using industry-trusted standard PKI (Public Key Infrastructure) and S/MIME technologies for encryption and digital signatures, relying on standard X.509 certificates.

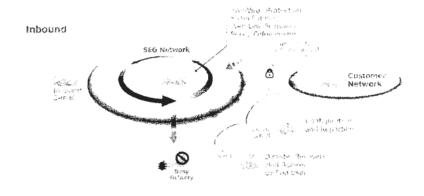
Optional Message Archiving

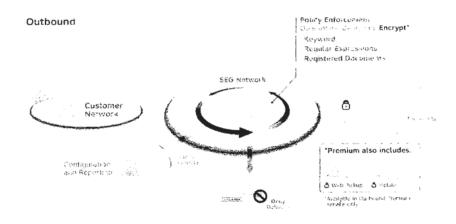
AT&T SEG Message Archiving option takes care of all your e-mail storage, management, and retrieval needs, and it supports your requirements without the need to manage backup media and onsite storage. Whether you need to recover a stored e-mail message in response to an e-discovery request, to demonstrate compliance, or simply as an accurate record of "who said what to whom," you want to produce the message as quickly as possible. With the Message Archiving option, you can easily access one message - or thousands of messages - in seconds, using either simple or advanced search criteria, including user, date range, metadata, message content, and even attachment content. The service supports unlimited storage with customer determined retention periods from 30 calendar days to 10 years. The Message Archiving option can be added to either SEG Advanced or Premium.

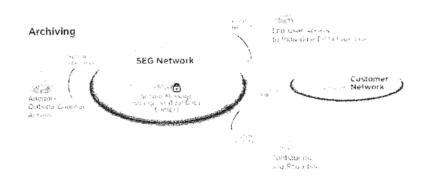
With AT&T Secure E-Mail Gateway you get the e-mail security features, and reliability you need, while leaving the filtering infrastructure and network management to us.

AT&T Secure Network Gateway AT&T Secure Network Gateway service delivers state-of-the-art security features with proactive monitoring and management. We

AT&T Secure E-Mail Gateway







have conveniently packaged and simplified the purchasing, contracting and billing of AT&T Network-Based Firewall Service, AT&T Secure E-mail Gateway Service and AT&T Web Security Service under one contract and one invoice providing an efficient and cost-effective way to meet your business security needs.

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08/22/12 AB-1892-04

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AT&T Launches Secure E-Mail Archiving

By Matt Villano, CRN

6:02 PM EST Wed. Apr. 07, 2004

Telecommunications giant AT&T Tuesday unveiled a managed e-mail archiving service designed to help enterprise customers store e-mail correspondence and more easily comply with industry and federal data retention regulations.

The service, appropriately titled AT&T E-Mail Archiving, was expected to be available to channel partners immediately.

Eric Shepcaro, vice president of AT&T's Emerging Services division, said the archiving service creates an online e-mail database that is easily retrieved by the user. It also supports single-instance store capabilities, retaining only one copy of a message or attachment on demand.

"As we continue to expand our storage portfolio, we are addressing a critical market need for an e-mail archiving solution," he said from the company's Bedminster, N.J. headquarters. "We are focused on providing customers with a managed option that gives them an alternative to doing it themselves."

Shepcaro said the AT&T archiving service is based on Centera technology from EMC Corp., Hopkinton, Mass., and the Enterprise Vault from KVS, Arlington Texas. The service also is supported by AT&T's integrated global enterprise management system, a predictive system that captures, consolidates, and correlates performance data across a customer's networks, servers and applications.

With AT&T E-Mail Archiving, as the volume of e-mail correspondence increases, the service removes and archives e-mail and attachments from the production environment, offloading the archival process to AT&T and optimizing a client's storage environment. AT&T then securely transmits e-mail data to one of 21 AT&T Internet data centers, indexes all messages passing through the mail environment, and stores the content in its original format.

Pricing for the service was not immediately available.

Shepcaro said the company plans to open 4 additional data centers before the end of the year, bringing its total number of data centers to 25.



Intel Has An Offer You Can't Refuse Save \$80 on Ethernet SFP Twinaxial Cable with an Intel® Ethernet CNA

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JAMES CHELMOWSKI v. AT&T CASE # 51 434 263 13

PROOF OF SERVICE BY EMAIL

I, Robert DeStefano certify; that I served Claimant's Motion to Compel to the following on November 29, 2013:

Celeste Hammond 7hammond@jmls.edu

Thomas J. Green TG6738@att.com

Heather Pope PopeH@adr.org

Data

EX-0254

JAMES CHELMOWSKI v. AT&T CASE # 51 434 263 13

MOTION TO COMPEL AND FOR SANCTIONS

NOW COMES the Claimant JAMES CHELMOWSKI by and through his attorneys ROBERT A. DESTEFANO and ASSOCIATES, P.C., and in his Motion to Compel against AT&T pursuant to Federal Rules of Procedure 26 and 37, Illinois Supreme Court Rules 201, 214 and 219 and AAA Rule 21 Exchange of Information and states as follows:

- That on November 29, 2013 Claimant's Motion to Compel was forwarded and on December 4, 2013 was heard by way of teleconference which yielded an agreement of the parties and email by Arbitrator Hammond as follows:
 - A document production by Respondent, including items requested by Claimant in its Claimant's Rule 21 First Request for Documents as limited by the attorney/client privilege, no later than 5:00 pm Chicago time January 15, 2014.
 - 2) Both parties will exchange any documents they plan to use as exhibits at the hearing no later than 5:00 pm Chicago time January 15, 2014.
 - 3) Hearing currently set for December 17, 2013 is continued to Friday February 28, 2014 at 9:30 am in Chicago office of AAA.
- That after business hours on January 14, 2014 Claimant received the alleged production response from AT&T.
- 3. That the response is not coordinated with the request previously served, not numbered and is not in any way coordinated to reflect what production request is being answered including but not limited to the following:

- (a) There is no response from the 12 items requested and ordered to be answered by Arbitrator Hammond;
- (b) AT&T logs are full of white-out and cut and paste comments omitting critical comments;
- (c) The emails that AT&T provided were carefully pulled out of only two windows and were from 5-12-10 to 5-17-10 and omitted various emails after that time period;
- (d) Many documents are missing. In AT&T's response it is mentioned that Margaret Tramell wrote a letter to FCC but AT&T refuses to provide the 4-11-11 letter. Also a 3-8-11 letter from Stephanie Maidlow was not produced.
- 4. That a subpoena has been forwarded to Neustar who is not answering the subpoena upon information and belief because AT&T is not authorizing the release of this information relative to the Claimant's claim. (See Subpoena and email responses from Neustar attached hereto as Group Exhibit A).
- 5. That on January 16, 2014 Claimant received an email from AT&T stating it was not producing various people as witnesses. Communications with Ralph Delavega, Sherri Baker and Margaret Trammel and other witnesses referred to are pertinent, relevant and material to the Claimant's case and these witnesses ought to be produced. (See January 16, 2014 correspondence attached hereto as Exhibit B).
- That AT&T possesses numerous documents relevant and material and information relating to issues in controversy in this matter that it can easily retrieve and forward.
- 7. That the needs for this production outweighs the minimal burden, if any on AT&T and the Claimant is prejudiced by AT&T's lack of response to the Rule 21 First Request For Documents thereby inhibiting his ability to present his case in any Hearing as well as presenting his trial exhibits, documents and witness lists.

- 8. That Rule 21 states:
- (a) At the request of any party or at the discretion of the arbitrator, consistent with the expedited nature of arbitration, the arbitrator may direct
 - (i) the production of documents and other information, and
 - (ii) the identification of any witness to be called
- (b) At least five business days prior to the hearing, the parties shall exchange copies of all exhibits they intend to submit at the hearing.
- (c) The arbitrator is authorized to resolve any disputes concerning the exchange of information.
- That it is necessary for AT&T to fully respond to the Rule 21 First
 Request For Documents to enable the Claimant to fully present his claims.
- 10. The Principle 13 of the AAA Consumer Due Process Protocol, Access to Information states:

"No party should ever be denied the right to a fundamentally-fair process due to an inability to obtain information material to a dispute. Consumer ADR agreements which provide for binding arbitration should establish procedures for arbitrator-supervised exchange of information prior to arbitration, bearing in mind the expedited nature of arbitration"

11. That given current technology it would take minimal time for AT&T to comply with the production requests because it takes AT&T seconds with their software and technology to obtain documents. For example, pursuant to AT&T's advertising detailing the SEG Message Archiving product and other AT&T email products the advertisement states:

"with the Messaging Archiving option, you can easy access one message or thousands of messages – in seconds, using either simple or advance search criteria including user, date range, metadata, message content and even attachment content." .."retention periods..to ten years". (See Group Exhibit C).

12. The time period in question is less than 10 years.

- 13. That it is necessary that AT&T's actions in not responding to the Rule 21 First Request For Documents be redressed by sanctions including barring AT&T from testifying and other pleadings of AT&T be stricken as well as other appropriate sanctions.
- 14. That the Claimant is prejudiced by AT&T's lack of response to production and not producing key witnesses further increasing the expense of litigation and thereby inhibiting Claimant's ability to present his case in any hearing, pretrial or trial.
- 15. That it is necessary that AT&T's actions in not fully responding to production requests be redressed by sanctions including assessing previous daily monetary sanction from January 15, 2014 to the present, an order barring AT&T from testifying and other pleadings of AT&T be stricken as well as other further and appropriate sanctions.

WHEREFORE, the Claimant JAMES CHELMOWSKI respectfully requests and prays that an order be entered in his favor and against AT&T as follows:

- A. That AT&T answer the Rule 21 First Request For Documents instanter;
- B. That AT&T shall be barred from testifying at hearing, for its failure to fully comply with Claimant's request and this Arbitrator's order of December 4, 2013;
- C. That AT&T shall be further barred from presenting witnesses, documents and its responses stricken for its failure to fully comply with Claimant's request and this Arbitrator's order of December 4, 2013;
- D. That this Arbitrator enter such sanctions against AT&T and in addition to the abovementioned as it deems appropriate including attorneys' fees as it relates to this Motion to Compel and For Sanctions;

E. And for such other and further equitable relief as this court deems fit.

Respectfully submitted,

Robert A. DeStefano, Attorney for Claimant

which arkn

Robert A. DeStefano and Associates, P.C. 6547 W. Cermak Berwyn, Illinois 60402 708-749-9514

GROUP

AMERICAN ARBITRATION ASSOCIATION

JAMES CHELMOWSKI v. AT&T CASE # 51 434 263 13

DISCOVERY SUBPOENA DUCES TECUM This Subpoena Will Not Necessitate

Your Personal Appearance if You Sign the Enclosed Statement and All Your Original Records By December 4, 2013 or in person on December 5, 2013 at 10:00a.m. For information call 708-749-9514

To: Neustar, Inc. c/o CT Corporation 208 S. LaSalle, Suite 814 Chicago, IL 60604

YOU ARE COMMANDED ALSO to bring the following: ANY AND ALL documents internal and external, emails, working papers, logs, submitted to others, filings for the porting of 847-768-0000 started on 12/10/2009 and 847-768-0400 started in 12/10/2009 plus 3/18/2011 porting of all 4 numbers 847-768-0400, 847-768-0000, 847-744-5626 and 847-917-2384. This should include all communication to and from James Chelmowski, other companies or carriers, including but not limited to FCC, North American Numbering Council (NANC), Number Portability Administration Center Service Management System (NPAC SMS), National Exchange Carrier Association (NECA), other government agencies and other companies regarding porting of all these numbers in this request. (See attached records and information to assist in further record retrieval as Exhibit A).

YOUR FAILURE TO SUBMIT ORIGINAL RECORDS AND/OR TO APPEAR AT THE LAW OFFICES OF ROBERT A. DESTEFANO, 6547 W. CERMAK, BERWYN, ILLINOIS IN RESPONSE TO THIS SUBPOENA WILL SUBJECT YOU TO PUNISHMENT FOR CONTEMPT OF THIS COURT.

Notest C. Of f

2013

Name

Robert A DeStefano

Attorney for

Claimant

Address

6547 W. Cermak, Suite LL1

City

Berwyn, IL 60402

Telephone

708-749-9514

I served this subpoena by mailing a copy to Neustar, Inc., c/o CT Corporation, 208 S. LaSalle, Suite 814, Chicago, IL 60604 by certified mail on November 29, 2013. I paid the witness Twenty (\$20.00) Dollars for witness fees enotogeth.



Bob DeStefano < bdestefano@rdestefanolaw.com>

Subpoena to Neustar

Konde, Alex < alex.konde@neustar.biz>
To: Bob DeStefano
bdestefano@rdestefanolaw.com>

Tue, Jan 14, 2014 at 9:24 AM

BTW, I haven't forgotten this. I'm making headway.

From: Bob DeStefano [mailto:bdestefano@rdestefanolaw.com]

Sent: Friday, January 10, 2014 6:28 PM

To: Konde, Alex Cc: Jim Chelmowski

Subject: Re: Subpoena to Neustar

[Quoted text hidden]



Bob DeStefano < bdestefano@rdestefanolaw.com>

Subpoena to Neustar

Bob DeStefano < bdestefano@rdestefanolaw.com> To: "Konde, Alex" <alex.konde@neustar.biz>

Wed, Jan 29, 2014 at 10:22 AM

Alex,

Please let me know if you are supplying the information requested in our subpoena so I may advise the Arbitrator accordingly and make a decision on filing a suit to compel. Thanks

Bob

[Quoted text hidden]



Bob DeStefano < bdestefano@rdestefanolaw.com>

Subpoena to Neustar

Konde, Alex < alex.konde@neustar.biz> To: Bob DeStefano

 destefano@rdestefanolaw.com> Wed, Jan 29, 2014 at 11:15 AM

I will work on it right now....

From: Bob DeStefano [mailto:bdestefano@rdestefanolaw.com]

Sent: Wednesday, January 29, 2014 11:23 AM

To: Konde, Alex

[Quoted text hidden]

[Quoted text hidden]



Thomas J. Green General Attorney AT&T Mobility & Consumer Markets
Tg6738@att.com Suite C570 1025 Lenox Park Blvd NE Atlanta, GA 30319

T: 404.986-1187 F: 404.986-1809

January 16, 2014

VIA E-Mail (bdestefano@rdestefanolaw.com)

Robert A. DeStefano 6547 W. Cermak Berwyn, Illinois 60402

> Re: James Chelmowski v. AT&T, American Arbitration Association, Case No. 51 434 E 00263 13 hepo

Dear Mr. DeStefano,

I am in receipt of your e-mail dated January 15, 2014 attaching a witness list and exhibit list. Please be advised that AT&T intends to call Jim Camberis and Nate Camper as witnesses for this case. AT&T will not be producing Margaret Trammel or Sherri Baker as adverse witnesses. Ms. Trammel, a Manager in the Office of the President, was simply responsible for sending a response letter to the FCC. She did not have any personal dealings with Mr. Chelmowski regarding the issues set forth in his amended demand for arbitration and her response letter speaks for itself. Similarly, Ms. Sherri Baker, also from the Office of the President, was responsible for sending a response letter to the Illinois Attorney General's Office. She did not have any personal dealings with Mr. Chelmowski regarding the issues asserted in his amended demand for arbitration and her response letter speaks for itself. Mr. Chelmowski's dealings were with Mr. Jim Camberis and Nate Camper.

Further, AT&T will not be producing Ann Mittelstead, a senior paralegal, Stephanie Maidlow, an in-house attorney, or Jan Mendel, lead discovery manager. All three of these employees work in AT&T's Legal Department and their involvement regarding Mr. Chelmowski's claims is subject to the attorney client privilege.

Finally, AT&T will not be producing Ralph de la Vega, the CEO of AT&T Mobility LLC or John Stephens, the CFO of AT&T, Inc. as adverse witnesses in this case. Neither individual had any personal dealings with Mr. Chelmowski other than to be among the many recipients of his numerous harassing e-mails. Indeed, your attempt to call either as an adverse witness in this case is simply a further attempt on the part of you and your client to harass officers at AT&T.

Sincerely,

Thomas J. Green General Attorney AT&T Services, Inc.

JAMES CHELMOWSKI v. AT&T CASE # 51 434 263 13

MOTION TO AMEND AND/OR CLARIFY

NOW COMES the Claimant JAMES CHELMOWSKI by and through his attorneys ROBERT A. DESTEFANO and ASSOCIATES, P.C., and in his Motion to Amend and/or Clarify states as follows:

1. That in the original claim James Chelmowski stated that AT&T continued

"to provide inaccurate credit information about the claimant and purposely billed and/or overbilled the claimant to buttress its manufactured and unfounded defense and to further its attempts to intimidate the claimant to settle without any consideration for the pecuniary, physical and psychological damages it heaped upon Mr. Chelmowski."

Since the partial document production on January 14, 2014 and Claimant's production it is apparent that AT&T additionally has violated the Fair Credit Reporting Act 15 USCA Section 1681 et seq. as well as the Fair Debt Collection Practices Act 15 USCA Section 1692 et seq.

2. That the information that was furnished to the credit reporting agencies states that the claimant owed money to AT&T at specific amounts that was incorrect. That AT&T furnished this information to the credit reporting agencies stating that the claimant owed money for a time period of service when in fact there was no service that they could bill the Claimant for and AT&T knew or had reasonable cause to believe that, the information provided to the credit reporting agencies was inaccurate. AT&T knew or had reasonable cause to believe the information was inaccurate because James Chelmowski informed them that the amount was wrong and that service was not provided to him through the time frame reported to the credit reporting agencies. The creditor AT&T did not correct this information. AT&T by its actions as stated in this paragraph violated the

Fair Credit and Reporting Act therefore damaging the Claimant in an amount to be proved at trial.

AT&T made false and misleading statements in violation of 15 USCA Section
 1692 et seq. (FDCPA).

4. Despite notice that the debt was disputed and the amount AT&T was trying to collect was incorrect, AT&T persisted in trying to collect the debt.

5. AT&T further made derogatory entries by way of forwarding information to the credit reporting agencies impacting the Claimant's consumer credit report thereby violating the Fair Credit and Reporting Act, 15 USCA Section 1681 et seq.

6. That the conduct of AT&T that caused actual damages to the Claimant, the Claimant seeks an award of statute damages pursuant to 15 USCA 1692 et seq.

WHEREFORE, the Claimant JAMES CHELMOWSKI respectfully requests and prays that an order be entered in his favor and against AT&T as follows:

- A. For an award of actual damages pursuant to USCA Section 1692k(a)(1) against AT&T and For Claimant;
- B. For an award of statutory damages pursuant to the proofs and 15 USCA Section 1692k(a)(2)(A) against AT&T and for Claimant;
- C. For an award of costs of litigation and reasonable attorney's fees pursuant to 15 USCA Section 1692k(a)(3) against AT&T and for Claimant;
- D. For such other and further relief as may be just and proper.

Respectfully submitted,

Robert A. DeStefano, Attorney for Claimant

Robert A. DeStefano and Associates, P.C.

6547 W. Cermak

Berwyn, Illinois 60402

708-749-9514

Jim Chelmowski

From: Bob DeStefano [bdestefano@rdestefanolaw.com]

Sent: Tuesday, February 11, 2014 6:19 PM

To: Jim Chelmowski

Subject: Fwd: Chelmowski v. AT&T Mobility LLC - Response to Motion to Compel

Please review this and come by the office at 9am. Thanks

----- Forwarded message -----

From: Green, Thomas J LTC USARMY (US) < thomas.j.green.mil@mail.mil>

Date: Tue, Feb 11, 2014 at 4:59 PM

Subject: Chelmowski v. AT&T Mobility LLC - Response to Motion to Compel

To: "7hammond@jmls.edu" <7hammond@jmls.edu>

Cc: "bdestefano@rdestefanolaw.com" <bdestefano@rdestefanolaw.com>

AMERICAN ARBITRATION ASSOCIATION

Case No. 51 434 E 00263 13 hepo

James Chelmowski, Claimant

V.

AT&T Mobility LLC, Respondent,

Ms. Celeste Hammond, Esq.,

Attached please find AT&T Mobility LLC ("AT&T")'s Response to Claimant's Motion to Compel and for Sanctions:

- 1) AT&T complied with the Arbitrator's directive and produced the documents responsive to Claimant's Rule 21 First Request for Documents. The documents were delivered by Federal Express to Mr. DeStefano's office and were signed for by Robert DeStefano on January 15, 2014 at 11:33 a.m. The documents were all bates labeled "ATT-0001 through ATT-0241".
- 2) AT&T did not "white-out" or "cut and paste comments" on any of the documents which were all produced as received from AT&T's databases in the normal course of business without modification or alteration (other than, of course, being bates labeled).
- 3) AT&T has produced the documents it has in its possession which were sought by Claimant's First Request for Documents and which are not subject to the attorney client privilege and/or work product doctrine.
- 4) AT&T produced its September 22, 2011 response to the Federal Communications Commission to Mr. DeStefano as document bates labeled ATT-0077, even though the Claimant already had a copy of this document in his possession as he was copied on it when it was originally sent in 2011. Mr. Chelmowski has included in his production a response letter from Margaret Trammell dated April 11, 2011 as Section III 0006. Ms. Trammell works for AT&T's FCC Appeal Bureau on behalf of the

1

landline company. I was unaware that the landline company had received and responded to an earlier FCC complaint from Mr. Chelmowski since his dispute relates to his wireless numbers. In any event, Mr. Chelmowski is already in possession of the document at issue as it was part of his production labeled Section III – 0006.

- 5) AT&T produced the letter to Mr. Chelmowski from Stephanie Maidlow, which is dated March 17, 2011, as documents bates labeled ATT-0104-ATT-0107. It was our belief and understanding that Stephanie Maidlow's previous version of the same letter which was dated March 8, 2011 (which is identical except for dates), was not delivered to Mr. Chelmowski and therefore we treated it as a draft of the March 17, 2011 letter. I attach a copy of that earlier letter and the tacking information from UPS indicating that it was not delivered to Mr. Chelmowski.
- 6) Prior to Mr. DeStefano's current motion, AT&T was not aware that he had sent a subpoena to Neustar and has not been involved in any way regarding Neustar's response or failure to respond to Mr. DeStefano's subpoena.
- 7) AT&T is under no obligation to produce Ralph de la Vega, the President and Chief Executive Officer of AT&T Mobility LLC, John Stephens, the Senior Executive Officer and Chief Financial Officer of AT&T, Inc., or the other out-of state witnesses identified by Mr. DeStefano in his "adverse witness" list. As indicated to Mr. DeStefano in my letter dated January 16, 2014, AT&T will be providing Jim Camberis and Nate Camper (the two individuals who actually dealt with Mr. Chelmowski and attempted to assist him with the issues which are the subject of this arbitration) as witnesses during the February 28, 2014 hearing. He will have an opportunity to cross-examine those witnesses at that time.
- 8) Accordingly, Claimant's Motion to Compel and for Sanctions should be denied.

Further attached is AT&T's response to Claimant's Motion to Amend and/or Clarify:

- 1) Commercial Arbitration Rule E-2 ("Changes of Claim or Counterclaim") provides that "After the arbitrator is appointed, however, no new or different claim or counterclaim may be submitted except with the arbitrator's consent." This case was initially filed on February 26, 2013. After being afforded (indeed required) successive opportunities to submit his amended claims, the Claimant did not submit his amended claims until September 27, 2013.
- 2) On February 4, 2014, within 24 days of the arbitration hearing, the Claimant is now seeking to add entirely new claims, his Fair Credit Reporting Act and Fair Debt Collection Practices Act claims, which are not based on any information that was not previously available to the Claimant when he first filed his claim nearly one year ago. Allowing the Claimant to once again amend his claim at this late stage in the proceedings is unwarranted, would be unjust and highly prejudicial to AT&T.
- 3) For the foregoing reasons, Claimant's Motion to Amend and/or Clarify should be denied.

Respectfully submitted,

Thomas J. Green

AT&T Mobility LLC

EX-0269

3

Jim Chelmowski

From: Bob DeStefano [bdestefano@rdestefanolaw.com]

Sent: Thursday, February 20, 2014 12:35 PM

To: Jim Chelmowski Subject: Fwd: Chelmowski

For your records

----- Forwarded message -----

From: GREEN, THOMAS J (Legal) <TG6738@att.com>

Date: Thu, Feb 20, 2014 at 12:29 PM

Subject: RE: Chelmowski

To: "Hammond, Celeste" < 7hammond@jmls.edu>

Cc: Heather Pope < PopeH@adr.org >, Bob DeStefano < bdestefano@rdestefanolaw.com >

Ms. Hammond,

As explained in the cover letter that I sent with the documents to Mr. DeStefano – even though his client should already have the documents that I produced to him, because he reiterated his request for such documents during our last conference call, I have sent Mr. DeStefano copies of Mr. Chelmowski's bills from March 2010 through the present. The documents were bates labeled ATT-0242 – ATT-1771.

Tom

Thomas J. Green

General Attorney

AT&T Services. Inc.

1025 Lenox Park Blvd

Suite C570

Atlanta, GA 30319

t: 404.986.1187

m: <u>404.735.7689</u>

tg6738@att.com

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From: Bob DeStefano [mailto:bdestefano@rdestefanolaw.com]

Sent: Thursday, February 20, 2014 1:10 PM

To: Hammond, Celeste

Cc: GREEN, THOMAS J (Legal); Heather Pope

Subject: Chelmowski

Attached please find additional support for the Claimant's pending motions. I just received via FedEx 1,530 pages from AT&T of what appears to be AT&T billings to the Claimant. I will need to review this with my Client as well. Thanks.

2

EX-0271



AT&T Secure E-Mail Gateway – security as a service

Managing the thousands of e-mail messages that pass through a typical organization's servers every day is an enormous task. Dedicating in-house IT resources to ensure security, availability, and compliance for vast amounts of e-mail traffic is one approach – but doing so diverts these valuable resources from strategic work that advances business goals. Thankfully, there is a better way. With AT&T Secure E-Mail Gateway (SEG), you can:

- Help protect your company against spam, viruses, worms, phishing scams, and other malware threats before they ever reach your network
- Depend on a 60 calendar day rolling e-mail storage for web-based e-mail access during planned and unplanned server outages
- Monitor and act on all outbound e-mail containing content that violates your data loss prevention policies
- Easily utilize e-mail encryption when needed without disruption to end-user workflow
- Economically and efficiently archive every e-mail message to meet document retention requirements

AT&T SEG helps you protect, access, and archive your e-mail with no hardware to buy, no software to install, no backup tapes to mount, and no maintenance to perform.

AT&T Secure E-Mail Gateway Service Overview

AT&T SEG service is a network-based solution that blocks spam, viruses, and other inbound e-mail malware threats before they reach your

network. Just as important as blocking inbound attacks, SEG also gives you the features you need to support outbound e-mail filtering to help protect your company against loss of sensitive information and potential legal liability. SEG can also provide message archiving with unlimited storage. And, in the event of unexpected e-mail downtime or disaster, SEG helps address your business continuity needs. AT&T SEG, utilizing technology by McAfee, integrates its e-mail protection capabilities and global threat intelligence into the AT&T Network Gateway nodes to deliver Security as a Service solutions. AT&T SEG is available in a choice of two inbound/outbound service levels (Advanced and Premium). Optional support for message archiving is also available.

AT&T Secure E-Mail Gateway - Advanced

AT&T SEG Advanced service offers far more than traditional spam prevention. It provides complete, multi-layered e-mail filtering protection using a combination of proven spam filters, leading antivirus engines, fraud protection, content filtering, and e-mail attack protection. Our easy-to-administer cloud-based service identifies, quarantines, blocks, and cleans suspect e-mail messages before they can enter or leave your network. This helps shield your network and critical messaging gateways from e-mail attacks, instantly blocking denial of service and other SMTPbased attacks, including directory harvest attacks, e-mail bombs, and channel flooding. If your own e-mail servers become unavailable, your end-users can access their incoming mail through an easy-to-use web interface enabling them to send and receive messages.

Benefits

- Rapid deployment
- No hardware or software to buy, maintain, manage or update
- No encryption certificates/keys to manage
- No up-front capital outlay
- No setup or upgrade fees
- Simple web-based administration and reporting
- 24x7x365 techinical trouble support

Features

- In the cloud filtering to block threats before they reach your network
- Advanced spam and fraud protection
- Triple virus and worm scanning to block malware
- Web link scanning blocks messages with links to known malicious websites
- Outbound content scanning on keywords, attachments, regular expressions and and registered documents
- End-user transparent encryption
- Disaster recovery spooling and continuity
- Powerful e-discovery features to retrieve information quickly
- Full support for industry and regulatory compliance requirements
- Bundled Secure Network
 Gateway Service that provides simple billing with one contract, one bill and price discounts when purchasing more than one service



AT&T Secure E-Mail Gateway - Premium

AT&T SEG Premium service includes all of the same features as the Advanced service plus enhanced encryption features to help protect enterprises from liabilities associated with privacy and data security regulations such as The Health Insurance Portability and Accountability Act (HIPAA), Gramm-Leach-Bliley Act (GLBA), PCI Compliance, and Securities and Exchange Commission (SEC) rules. SEG Premium service provides a way to utilize e-mail encryption as part of your data loss prevention strategy (DLP). Encryption complexities are completely hidden from end users ensuring ease of use. Your IT Administrator uses a simple web-based administration console to configure encryption and DLP policies and view reports. Data is encrypted using industry-trusted standard PKI (Public Key Infrastructure) and S/MIME technologies for encryption and digital signatures, relying on standard X.509 certificates.

Optional Message Archiving

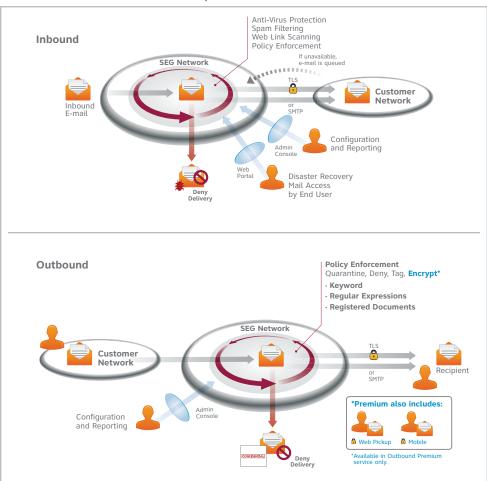
AT&T SEG Message Archiving option takes care of all your e-mail storage, management, and retrieval needs, and it supports your requirements without the need to manage backup media and onsite storage. Whether you need to recover a stored e-mail message in response to an e-discovery request, to demonstrate compliance, or simply as an accurate record of "who said what to whom," you want to produce the message as quickly as possible. With the Message Archiving option, you can easily access one message or thousands of messages – in seconds, using either simple or advanced search criteria, including user, date range, metadata, message content, and even attachment content. The service supports unlimited storage with customer determined retention periods from 30 calendar days to 10 years. The Message Archiving option can be added to either SEG Advanced or Premium.

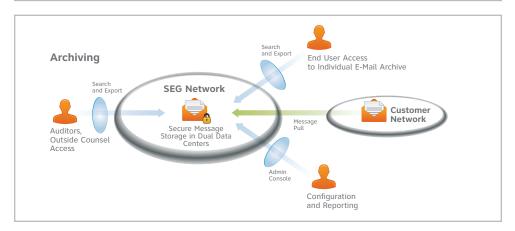
With AT&T Secure E-Mail Gateway you get the e-mail security features, and reliability you need, while leaving the filtering infrastructure and network management to us.

AT&T Secure Network Gateway

AT&T Secure Network Gateway service delivers state-of-the-art security features with proactive monitoring and management. We

AT&T Secure E-Mail Gateway





have conveniently packaged and simplified the purchasing, contracting and billing of AT&T Network-Based Firewall Service, AT&T Secure E-mail Gateway Service and AT&T Web Security Service under one contract and one invoice providing an efficient and cost-effective way to meet your business security needs.

For more information about AT&T Managed Security Services, visit us at www.att.com/security, call us at 877 954-7771 or email us at mss@att.com.



Jim Chelmowski

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Sent: Thursday, February 20, 2014 12:35 PM

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Tom

Thomas J. Green

General Attorney

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Suite C570

Atlanta, GA 30319

t: 404.986.1187

m: 404.735.7689

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2

American Arbitration Association

James Chelmowski and AT & T Case # 51 434 263 13

Consumer Case

ORDER

Pursuant to the Consumer Arbitration Rules of the American Arbitration Association (AAA), Claimant submitted Motions 1) to Compel production of documents by Respondent 2) to Compel Respondent to produce certain witnesses 3) to provide Sanctions against Respondent including monetary sanctions, barring Respondent from testifying and striking Respondent's pleadings and 4) to Amend and/or Clarify its Claim.

à

The arbitrator CELESTE M HAMMOND having met with attorneys for the parties on February 12, 2014 and March 13, 2014 by telephone conference to consider Claimant's Motions and Respondent's response to those Motions and having considered both the written and oral testimony, ORDERS as follows on Claimant's Motions:

- 1) Deny Claimant's Motion to Compel.
- 2) Deny Claimant's Motion to compel certain witness EXCEPT to the extent the parties agreed to provide Claimant's attorney with the last known contact information about Troy Rudstrom whose employment with Respondent ended.
- 3) Deny entirely Claimant's Motion regarding imposing sanctions against Respondent.

4) Deny Claimant's Motion to Amend and/or Clarify its Claim to add relief under the federal Fair Credit Reporting Act, 15 USCA Section 1681 et seq. and under the federal Fair Debt Collection Practices Act, 15 USCA Section 1692 et seq.

This matter is set for Hearing on Thursday May 29, 2014 at 9:30 a.m. (CDT) at AAA Chicago Illinois office.

Dated: March 24, 2015

Arbitrator's Signature

Ceceste MHanimo



Thomas J. Green General Attorney AT&T Services, Inc. Suite C570 1025 Lenox Park Blvd NE Atlanta, GA 30319

T: 404.986-1187 F: 404.986-1809 Tg6738@att.com

January 14, 2013

VIA FEDERAL EXPRESS

Robert A. DeStefano, Esq. 6547 W. Cermak Berwyn, Illinois 60402

Re: James Chlemowski v. AT&T Mobility LLC, American Arbitration

Association Case No. 51 434 E 00263 13 hepo

Dear Mr. DeStefano,

Enclosed herein are the non-privileged documents responsive to your Rule 21 First Request for Documents.

Sincerely,

Thomas J. Green General Attorney AT&T Services, Inc. Customer Service Management (V 1310.3) (XMKT) AT&T Proprietary (SPI) Authorized Individuals Only

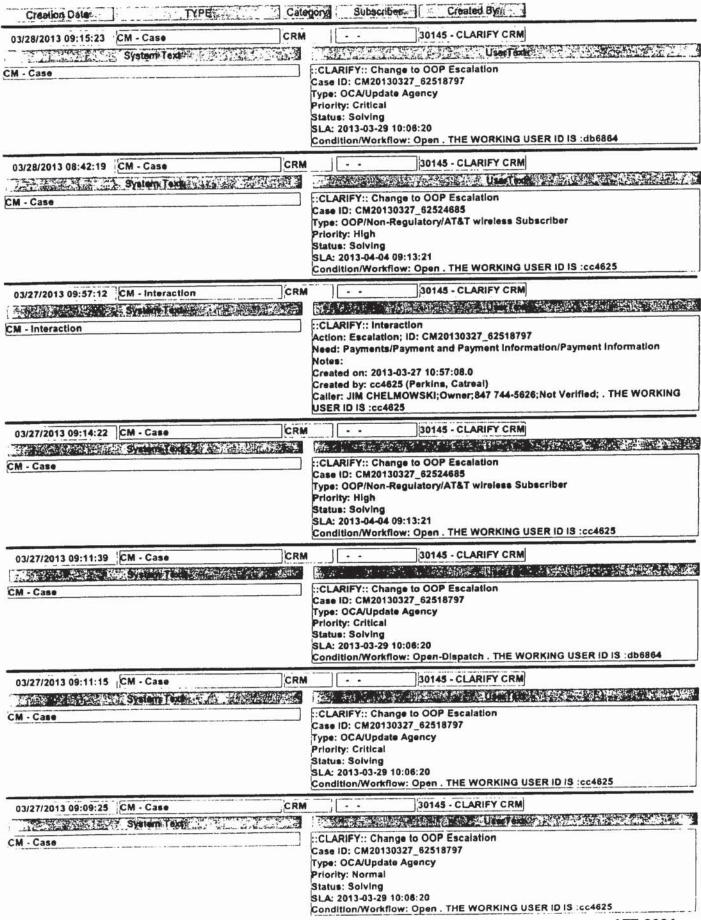
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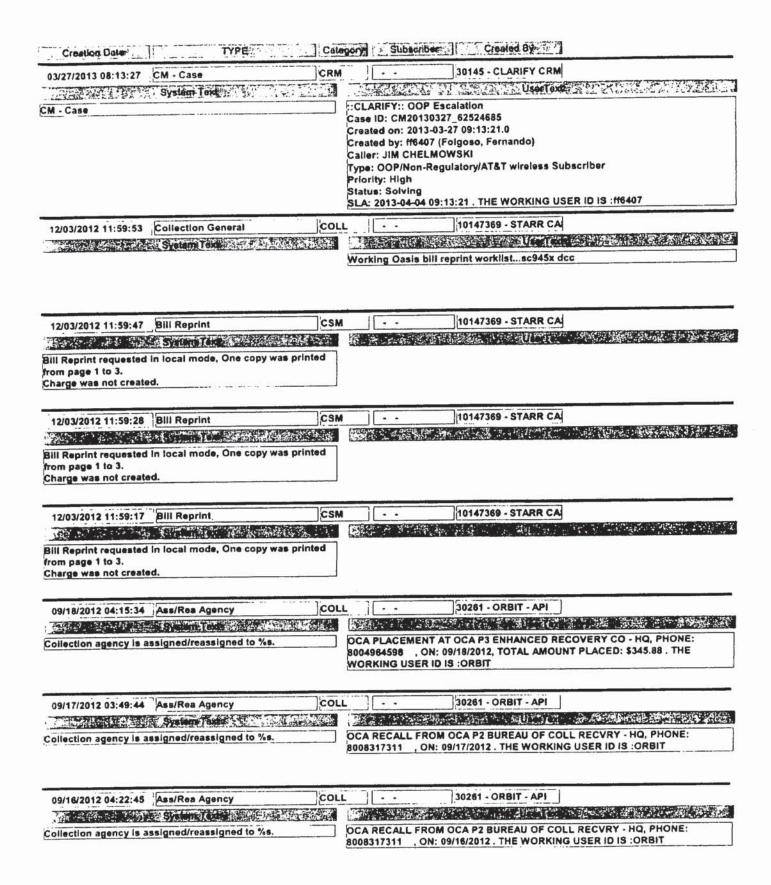
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Dispute: \$345.88 3/27/2013 03/27/2013 08:17:35 M - Case	System Text Bill Date: 03/11/2013, set o CM - Case System Text	CRM	:CLARIFY: Case ID: CI Type: OOP/ Priority: Hig Status: Soil SLA: 2013-C Condition/V :CLARIFY: Case ID: CA Type: OOP/ Priority: Hig Status: Soil SLA: 2013-C Condition/V	: Change to M20130327_/Non-Regula gh ving 04-04 09:13: Norkflow: O : Change to M20130327_ Non-Regula gh ving 04-04 09:13: Vorkflow: O	30145 - CLARIFY CRI OOP Escalation 62524685 story/AT&T wireless S 21 pen . THE WORKING OOP Escalation 62524685 tory/AT&T wireless S 21 pen . THE WORKING	Subscriber USER ID IS :ff6407 USER ID IS :ff6407
Oebt Dispute: \$345.88 3/27/2013 03/27/2013 08:17:35 M - Case 03/27/2013 08:17:04 M - Case	System Text: Bill Date: 03/11/2013, set o CM - Case System Text: CM - Case System Text:	CRM	::CLARIFY: Case ID: CP Type: OOP/ Priority: Hig Status: Sol SLA: 2013-C Condition/ ::CLARIFY: Case ID: CA Type: OOP/ Type: OOP/ Type: OOP/ Status: Sol SLA: 2013-C Condition/ (708-74	: Change to M20130327_/Non-Regular gh ving 04-04 09:13: Workflow: O M20130327_Non-Regular gh ving 04-04 09:13: Vorkflow: O	30145 - CLARIFY CRI OOP Escalation 62524685 atory/AT&T wireless S 21 pen . THE WORKING 30145 - CLARIFY CRI OOP Escalation 62524685 atory/AT&T wireless S 21 pen . THE WORKING	Subscriber USER ID IS :ff6407 USER ID IS :ff6407
Debt Dispute: \$345.88 13/27/2013 03/27/2013 08:17:35 	System Text Bill Date: 03/11/2013, set o CM - Case System Text	CRM	::CLARIFY: Case ID: CP Type: OOP/ Priority: Hig Status: Sol SLA: 2013-C Condition/V ::CLARIFY: Case ID: CA Type: OOP/ Priority: Hig Status: Sol SLA: 2013-C Condition/V	: Change to M20130327 /Non-Regula gh ving 04-04 09:13: Workflow: O : Change to M20130327 Non-Regula gh ving 04-04 09:13: Vorkflow: O	30145 - CLARIFY CRI OOP Escalation 62524685 story/AT&T wireless S 21 pen . THE WORKING 30145 - CLARIFY CRI OOP Escalation 62524685 story/AT&T wireless S 21 pen . THE WORKING	Subscriber USER ID IS :ff6407 USER ID IS :ff6407



Creation Date	TYPE	Catego	y Subscribe	Created By	(110.00)
09/15/2012 04:58:24	Ass/Rea Agency	COLL		30261 - ORBIT - API	
The second second second	System Text		· See a service of the	UserText	a and the same and
Collection agency is a	ssigned/reassigned to %s.			OM OCA P2 BUREAU OF COLL RECVRY 1: 09/15/2012 . THE WORKING USER ID IS	
03/16/2012 04:58:11	Ass/Rea Agency	COLL	7[30261 - ORBIT - API	
1	System Text		2.3.3.4	UserText	
Collection agency is a	ssigned/reassigned to %s	80		AT OCA P2 BUREAU OF COLL RECVRY : 03/16/2012, TOTAL AMOUNT PLACED: D IS :ORBIT	
03/15/2012 05:29:31	Ass/Rea Agency	COLL		30261 - ORBIT - API	
	System Text		10 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	UserText	
Collection agency is a	ssigned/reassigned to %s.			M OCA P1 SW CREDIT SYSTEMS - HQ, THE WORKING USER ID IS :ORBIT	PHONE: 8004623894
01/16/2012 16:17:19	Collection General	COLL		850690 - HARRIET KIN	
N. S. LACTOR	System Text			UserText	Andrew Section
				documents to agencyhs9737DALCC	
01/16/2012 14:28:32	Collection General	COLL		10147369 - STARR CA	
and the same of the same	: System Text			是事物。但可以是不够	
				reprint worklistsc945x dcc	
01/16/2012 14:28:18	Bill Reprint	CSM		10147369 - STARR CA	
Bill Reprint requested from page 1 to 3. Charge was not create	System Text In local mode, One copy was od.	7.00.17			
01/16/2012 14:28:09	Bill Reprint	CSM	7[10147369 - STARR CA	
	System Text		and the second		A CONTRACTOR
Bill Reprint requested from page 1 to 3. Charge was not create	in local mode, One copy was ; d.	printed			
01/16/2012 14:27:24	BIII Reprint	CSM		10147369 - STARR CA	:::::::::::::::::::::::::::::::::::::::
Bill Reprint requested if from page 1 to 3. Charge was not created	System Text in local mode, One copy was p d.	printed		Usefed	See Marking star community of
01/16/2012 14:27:11	Bill Reprint	CSM	LEE	10147369 - STARR CA	
Bill Reprint requested i	System Text	rinted		UserText	
Charge was not created	d.	1			

Creation Date: TYPE: TYPE:	ateg	gory: Subscriber: Created By
09/23/2011 13:32:13 CM - Case CF	RM	30145 - CLARIFY CRM
System Text	1	UserText
CM - Case		::CLARIFY:: CHANGE TO OOP ESCALATION CASE ID: CM20110831_26702265 TYPE: OOP/REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: HIGH STATUS: CLOSED SLA: 2011-09-16 10:12:06 CONDITION/WORKFLOW: CLOSED NOTES: > "OOP ESCALATION" SEPTEMBER 23, 2011 UPLOADED RESPONSE AND CLOSED OR SENT TO EE CASE MANAGER. RESOLUTION: RESOLVED - OFFER ACCEPTED DATE
		COMPLETE: . THE WORKING USER ID IS :FF6407
	MS	- 30145 · CLARIFY CRM
Systems Taxes		
CM - Case		::CLARIFY:: CHANGE TO OOP ESCALATION CASE ID: CM20110831_26702265 TYPE: OOP/REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: HIGH STATUS: DIRECTOR REVIEW SLA: 2011-09-16 10:12:06 CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :FF6407
09/23/2011 13:31:24 CM - Case CI	RM	30145 - CLARIFY CRM
TALES THE TOTAL STREET	· ·	是是一个是一种,他们就是一个特别的。这一个是是一个人的是一种的是一个人的。
CM - Case		::CLARIFY:: CHANGE TO OOP ESCALATION CASE ID: CM20110831_26702265 TYPE: OOP/REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: HIGH STATUS: DIRECTOR REVIEW SLA: 2011-09-16 10:12:06 CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :DR7011
09/23/2011 13:25:43 CM - Case CF	RM.	30145 - CLARIFY CRM
09/23/2011 13:23-5		
CM - Case		::CLARIFY:: CHANGE TO OOP ESCALATION CASE ID: CM20110831_26702265 TYPE: OOP/REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: HIGH STATUS: DIRECTOR REVIEW SLA: 2011-09-16 10:12:08 CONDITION/WORKFLOW: OPEN-DISPATCH. THE WORKING USER ID IS :DR7011
09/23/2011 13:25:31 CM - Case CF	M	- 30145 - CLARIFY CRM
CM - Case		::CLARIFY:: CHANGE TO OOP ESCALATION CASE ID: CM20110831_26702265 TYPE: OOP/REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: HIGH STATUS: LETTER WRITERS SLA: 2011-09-16 10:12:06 CONDITION/WORKFLOW: OPEN. THE WORKING USER ID IS: DR7011
09/23/2011 13:13:49 CM - Case CR	M	30145 - CLARIFY CRM
System Teat!	1 .	
CM - Case	0 - 0 5 5	CCLARIFY:: CHANGE TO OOP ESCALATION CASE ID: CM20110831_26702265 TYPE: OOP/REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: HIGH STATUS: LETTER WRITERS SLA: 2011-09-16 10:12:06 CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :SB1402

09/23/2011 12:15:25	CM - Case	CRM	30145 - CLARIFY CRM
	System Text	1	UserText
CM - Case			::CLARIFY:: CHANGE TO OOP ESCALATION CASE ID: CM20110831_26702265 TYPE: OOP/REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: HIGH STATUS: WAITING CUSTOMER INFORMATION SLA: 2011-09-16 10:12:06 CONDITION/WORKFLOW: OPEN-DISPATCH . THE WORKING USER ID IS
	1022	1000	SB1402
09/23/2011 11:07:11	CM - Case	CRM	30145 - CLARIFY CRM
CM - Case	System Text		UserText:: CLARIFY:: CHANGE TO OOP ESCALATION
			CASE ID: CM20110831_28702265 TYPE: OOP/REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: HIGH STATUS: WAITING CUSTOMER INFORMATION SLA: 2011-09-16 10:12:06 CONDITION/WORKFLOW: OPEN-DISPATCH . THE WORKING USER ID IS :SB1402
09/21/2011 17:30:53	CM - Case	CRM	30145 - CLARIFY CRM
3.5	System Text		La constitución de la constitución
CM - Case			::CLARIFY:: CHANGE TO OOP ESCALATION CASE ID: CM20110831_26702265 TYPE: OOP/REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: HIGH STATUS: WAITING CUSTOMER INFORMATION SLA: 2011-09-16 10:12:06 CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :SB1402
09/21/2011 09:22:04	CM - Case	CRM	30145 - CLARIFY CRM
11125 E 1 48 9	System Tape	Harris	
CM - Case			::CLARIFY:: CHANGE TO OOP ESCALATION CASE ID: CM20110831_26702265 TYPE: OOP/REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: HIGH STATUS: WAITING CUSTOMER INFORMATION SLA: 2011-09-16 10:12:06 CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :SB1402
09/20/2011 10:33:50	Ass/Rea Agency	COLL	30261 - ORBIT - API
53.72	System Texts		A STATE OF THE STA
Collection agency is as	signed/reassigned to %s.		OCA PLACEMENT AT OCA P1 SW CREDIT SYSTEMS - HQ, PHONE: 8004623894 , ON: 09/20/2011, TOTAL AMOUNT PLACED: \$345.88 . THE WORKING USER ID I

Creation Date	TYPE	Cate	ogory Subscriber Created By
09/19/2011 09:20:38	CM - Case	CRM	30145 - CLARIFY CRM
	System Text		UserText
CM - Case			::CLARIFY:: CHANGE TO OOP ESCALATION CASE ID: CM20110831_26702265 TYPE: OOP/REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: HIGH STATUS: WAITING CUSTOMER INFORMATION SLA: 2011-09-16 10:12:06 CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :SB1402
09/19/2011 04:23:56	Ass/Rea Agency	COLL	L 30261 - ORBIT - API
	System Text]	UserText
Collection agency is as	ssigned/reassigned to %s.		OCA RECALL FROM OCA PO PRINCE PARKER - HQ, PHONE: 8002762423 , ON: 09/19/2011 . THE WORKING USER ID IS :ORBIT
09/18/2011 13:58:38	Ass/Rea Agency	COLL	L 30261 - ORBIT - API
	System Text		UserText
Collection agency is a	ssigned/reassigned to %s.		OCA RECALL FROM OCA PO PRINCE PARKER - HQ, PHONE: 8002762423 , ON: 09/18/2011 . THE WORKING USER ID IS :ORBIT
09/17/2011 11:24:21	Ass/Rea Agency	COLI	L 30261 - ORBIT - API
	System Text	=	UserText
0.11-11-1-1-1-1	System lexe Collection agency is assigned/reassigned to %s.		OCA RECALL FROM OCA PO PRINCE PARKER - HQ, PHONE: 8002762423 , ON:
09/15/2011 12:09:43	CM - Case	CRM	1 - 30145 - CLARIFY CRM
	System Text		UserText
CM - Case			::CLARIFY:: CHANGE TO OOP ESCALATION CASE ID: CM20110831_26702265 TYPE: OOP/REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: HIGH STATUS: WAITING CUSTOMER INFORMATION SLA: 2011-09-16 10:12:06 CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :SB1402
09/15/2011 12:09:27	CM - Case	CRM	30145 - CLARIFY CRM
	System Text		UserText
CM - Case			::CLARIFY:: CHANGE TO OOP ESCALATION CASE ID: CM20110831_26702265 TYPE: OOP/REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: HIGH STATUS: WAITING CUSTOMER INFORMATION SLA: 2011-09-16 10:12:06 CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :SB1402
09/12/2011 21:19:34	CM - Case	CRM	30145 - CLARIFY CRM
	System Text		UserText
CM - Case			::CLARIFY:: CHANGE TO OOP ESCALATION CASE ID: CM20110831_26702265 TYPE: OOP/REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: HIGH STATUS: WAITING CUSTOMER INFORMATION SLA: 2011-09-16 10:12:06 CONDITION/MORKELOW: OPEN, THE WORKING USER ID IS: SB1402

Creation Date	TYPE	Catego	ory Subscriber	Created By	
09/01/2011 17:43:43	CM - Case	CRM	i :	30145 - CLARIFY CRM	
	System Text			UserTex	
M - Case			CLARIFY:: CHANGE	TO OOP ESCALATION	
7. Cu30			ASE ID: CM2011083		
		т	YPE: OOP/REGULA	TORY/AT&T WIRELESS	SUBSCRIBER
		P	RIORITY: HIGH		
			TATUS: SOLVING		
			LA: 2011-09-16 10:1		KING USER ID IS :SB1402
			ONDITIONATION	LOW. OF EN . THE WOR	10 13 .3B1402
09/01/2011 13:12:22	CM - Case	CRM	ī	30145 - CLARIFY CRM	Í
	System Text			UserTex	
CM Coop			CI ARIEV CHANGE	TO OOP ESCALATION	
CM - Case		The second secon	ASE ID: CM2011083		
				TORY/AT&T WIRELESS	SUBSCRIBER
		P	RIORITY: HIGH		
			TATUS: SOLVING		
			LA: 2011-09-16 10:1		KING LIGER ID IG -CR4400
		Ç	CNUTTONWORKE	LOW: OPEN, THE WOR	KING USER ID IS :SB1402
08/31/2011 16:47:56	CM - Case	CRM		30145 - CLARIFY CRM	
	System Text.			UserTex	
CM - Case				TO OOP ESCALATION	
			ASE ID: CM2011083		
		10	YPE: OOP/REGULA PRIORITY: HIGH	TORY/AT&T WIRELESS	SUBSCRIBER
		100	TATUS: SOLVING		
		1.7	LA: 2011-09-16 10:1	2:06	
		,			KING USER ID IS :JC1073
		, c	CONDITIONWOHKFI	LOW: OPEN. THE WOR	11110 0011110 10 .001010
08/31/2011 13:10:59	Adjust Charge		847-768-0400		
08/31/2011 13:10:59		FINN		25807 - JAMES CAMB	
	System Text	FINN	847-768-0400	25807 - JAMES CAMB UserTex	F
Charge adjusted. Bill	System Text date: 05/11/2011. Amount:	FINN	847-768-0400 ssued a credit for 19	25807 - JAMES CAMB UserText	omer ported other numbers out or
Charge adjusted. Bill	System Text date: 05/11/2011. Amount:	FINN	847-768-0400 ssued a credit for 19 /6 and was suspend	25807 - JAMES CAMB UserText	omer ported other numbers out or
Charge adjusted. Bill	System Text date: 05/11/2011. Amount:	FINN	847-768-0400 ssued a credit for 19 /6 and was suspend	25807 - JAMES CAMB UserText days of service as cust led NP on 4/27 this done	omer ported other numbers out or
Charge adjusted. Bill Reason: Recurring Ch	System Text date: 05/11/2011. Amount: narge Adjustment.	\$65.84.	847-768-0400 ssued a credit for 19 /6 and was suspend harges on account a	25807 - JAMES CAMB UserText days of service as cust ed NP on 4/27 this done are valid and owedj ca	omer ported other numbers out or solely as a courtesy all other mberts
Charge adjusted. Bill	System Text date: 05/11/2011. Amount: narge Adjustment. CM - Case	FINN	847-768-0400 ssued a credit for 19 /6 and was suspend	25807 - JAMES CAMB UserTex days of service as cust ed NP on 4/27 this done are valid and owed ca 30145 - CLARIFY CRM	omer ported other numbers out or solely as a courtesy all other mberis
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Charge adjusted. Bill Reason: Recurring Ch 08/31/2011 12:35:00	System Text date: 05/11/2011. Amount: narge Adjustment. CM - Case	\$65.84. Is	847-768-0400 ssued a credit for 19 /6 and was suspend harges on account a	25807 - JAMES CAMB UserText I days of service as cust led NP on 4/27 this done are valid and owedj ca 30145 - CLARIFY CRM UserText	omer ported other numbers out or solely as a courtesy all other mberis
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Charge adjusted. Bill Reason: Recurring Ch 08/31/2011 12:35:00	System Text date: 05/11/2011. Amount: narge Adjustment. CM - Case	FINN 585.84. 18	847-768-0400 ssued a credit for 19 /6 and was suspend harges on account a	25807 - JAMES CAMB UserText I days of service as cust led NP on 4/27 this done are valid and owedj ca 30145 - CLARIFY CRM UserText	omer ported other numbers out o solely as a courtesy all other mberis
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Charge adjusted. Bill Reason: Recurring Ch 08/31/2011 12:35:00	System Text date: 05/11/2011. Amount: narge Adjustment. CM - Case	S65.84.	847-768-0400 ssued a credit for 19 /6 and was suspend harges on account a CLARIFY:: CHANGE CASE ID: CM2011083 YPE: OOP/REGULA PRIORITY: HIGH STATUS: SOLVING GLA: 2011-09-16 10:1	25807 - JAMES CAMB UserText I days of service as cust ed NP on 4/27 this done are valid and owed; ca 30145 - CLARIFY CRM UserText TO OOP ESCALATION 11_26702265 TORY/AT&T WIRELESS 2:06	omer ported other numbers out of solely as a courtesy all other mberis SUBSCRIBER
Charge adjusted. Bill Reason: Recurring Ch 08/31/2011 12:35:00	System Text date: 05/11/2011. Amount: narge Adjustment. CM - Case	S65.84.	847-768-0400 ssued a credit for 19 /6 and was suspend harges on account a CLARIFY:: CHANGE CASE ID: CM2011083 YPE: OOP/REGULA PRIORITY: HIGH STATUS: SOLVING GLA: 2011-09-16 10:1	25807 - JAMES CAMB UserText I days of service as cust ed NP on 4/27 this done are valid and owed; ca 30145 - CLARIFY CRM UserText TO OOP ESCALATION 11_26702265 TORY/AT&T WIRELESS 2:06	omer ported other numbers out o solely as a courtesy all other mberis
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Charge adjusted. Bill Reason: Recurring Ch 08/31/2011 12:35:00 CM - Case	System Text date: 05/11/2011. Amount: harge Adjustment. CM - Case System Text	FINN \$65.84. Is	847-768-0400 ssued a credit for 19 /6 and was suspend charges on account a CLARIFY:: CHANGE CASE ID: CM2011083 YPE: OOP/REGULA PRIORITY: HIGH STATUS: SOLVING SLA: 2011-09-16 10:1	25807 - JAMES CAMB UserText days of service as cust ed NP on 4/27 this done are valid and owed ca 30145 - CLARIFY CRM UserText TO OOP ESCALATION 1 26702265 TORY/AT&T WIRELESS 2:06 .OW: OPEN . THE WOR	omer ported other numbers out or solely as a courtesy all other mberls SUBSCRIBER KING USER ID IS :LP9597
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Charge adjusted. Bill Reason: Recurring Ch 08/31/2011 12:35:00 CM - Case	System Text date: 05/11/2011. Amount: harge Adjustment. CM - Case System Text	FINN S65.84. IS CRM CRM CRM CRM CRM	847-768-0400 ssued a credit for 19 /6 and was suspend harges on account a CLARIFY:: CHANGE ASE ID: CM2011083 PRIORITY: HIGH STATUS: SOLVING GLA: 2011-09-16 10:1 CONDITION/WORKFI	25807 - JAMES CAMB UserText days of service as cust ed NP on 4/27 this done are valid and owed; ca 30145 - CLARIFY CRM UserText TO OOP ESCALATION 1_26702265 TORY/AT&T WIRELESS 2:06 .OW: OPEN . THE WOR UserText	omer ported other numbers out of solely as a courtesy all other mberis SUBSCRIBER KING USER ID IS :LP9597
Charge adjusted. Bill Reason: Recurring Ch 08/31/2011 12:35:00 CM - Case	System Text date: 05/11/2011. Amount: harge Adjustment. CM - Case System Text	CRM CRM	847-768-0400 ssued a credit for 19 /6 and was suspend harges on account a CLARIFY:: CHANGE ASE ID: CM2011083 PRIORITY: HIGH STATUS: SOLVING GLA: 2011-09-16 10:1 CONDITION/WORKFI	25807 - JAMES CAMB UserText I days of service as cust ed NP on 4/27 this done are valid and owed; ca 30145 - CLARIFY CRM UserText TO OOP ESCALATION 1_26702265 TORY/AT&T WIRELESS 2:06 .OW: OPEN . THE WOR UserText 1_30145 - CLARIFY CRM UserText	omer ported other numbers out or solely as a courtesy all other mberls SUBSCRIBER KING USER ID IS :LP9597
Charge adjusted. Bill Reason: Recurring Ch 08/31/2011 12:35:00 CM - Case	System Text date: 05/11/2011. Amount: harge Adjustment. CM - Case System Text	CRM CRM	847-768-0400 ssued a credit for 19 /6 and was suspend harges on account a CLARIFY:: CHANGE ASE ID: CM2011083 PPE: OOP/REGULA PRIORITY: HIGH STATUS: SOLVING LA: 2011-09-16 10:1 CONDITION/WORKFL CLARIFY:: CHANGE ASE ID: CM2011083 PPE: OOP/REGULA PRIORITY: HIGH STATUS: SOLVING	UserText I days of service as cust ed NP on 4/27 this done are valid and owed ca 30145 - CLARIFY CRM UserText TO OOP ESCALATION 11_26702265 TORY/AT&T WIRELESS 2:06 OW: OPEN . THE WORL UserText UserText TO OOP ESCALATION 1_26702265 TORY/AT&T WIRELESS	omer ported other numbers out of solely as a courtesy all other mberis SUBSCRIBER KING USER ID IS :LP9597
Charge adjusted. Bill Reason: Recurring Ch 08/31/2011 12:35:00 CM - Case	System Text date: 05/11/2011. Amount: harge Adjustment. CM - Case System Text	CRM CRM	847-768-0400 ssued a credit for 19 /6 and was suspend harges on account a CLARIFY:: CHANGE CASE ID: CM2011083 YPE: OOP/REGULA RIORITY: HIGH CASE ID: CM2011083 CLARIFY:: CHANGE CASE ID: CM2011083 YPE: OOP/REGULA PRIORITY: HIGH TATUS: SOLVING LA: 2011-09-16 10:1	UserText I days of service as cust ed NP on 4/27 this done are valid and owed; ca 30145 - CLARIFY CRM UserText TO OOP ESCALATION 11_26702265 TORY/AT&T WIRELESS 2:06 OW: OPEN . THE WORL 30145 - CLARIFY CRM UserText 126702265 TO OOP ESCALATION 12670265 TO OOP ESCALATION 12670265 TORY/AT&T WIRELESS	SUBSCRIBER SUBSCRIBER SUBSCRIBER
Charge adjusted. Bill Reason: Recurring Ch 08/31/2011 12:35:00 CM - Case	System Text date: 05/11/2011. Amount: harge Adjustment. CM - Case System Text	CRM CRM	847-768-0400 ssued a credit for 19 /6 and was suspend harges on account a CLARIFY:: CHANGE CASE ID: CM2011083 YPE: OOP/REGULA RIORITY: HIGH CASE ID: CM2011083 CLARIFY:: CHANGE CASE ID: CM2011083 YPE: OOP/REGULA PRIORITY: HIGH TATUS: SOLVING LA: 2011-09-16 10:1	UserText I days of service as cust ed NP on 4/27 this done are valid and owed; ca 30145 - CLARIFY CRM UserText TO OOP ESCALATION 11_26702265 TORY/AT&T WIRELESS 2:06 OW: OPEN . THE WORL 30145 - CLARIFY CRM UserText 126702265 TO OOP ESCALATION 12670265 TO OOP ESCALATION 12670265 TORY/AT&T WIRELESS	omer ported other numbers out of solely as a courtesy all other mberis SUBSCRIBER KING USER ID IS :LP9597
Charge adjusted. Bill Reason: Recurring Ch 08/31/2011 12:35:00 CM - Case	System Text date: 05/11/2011. Amount: harge Adjustment. CM - Case System Text CM - Case System Text	CRM CRM	847-768-0400 ssued a credit for 19 /6 and was suspend harges on account a CLARIFY:: CHANGE CASE ID: CM2011083 YPE: OOP/REGULA RIORITY: HIGH CASE ID: CM2011083 CLARIFY:: CHANGE CASE ID: CM2011083 YPE: OOP/REGULA PRIORITY: HIGH TATUS: SOLVING LA: 2011-09-16 10:1	UserText I days of service as cust ed NP on 4/27 this done are valid and owed; ca 30145 - CLARIFY CRM UserText TO OOP ESCALATION 11_26702265 TORY/AT&T WIRELESS 2:06 OW: OPEN . THE WORL 30145 - CLARIFY CRM UserText 126702265 TO OOP ESCALATION 12670265 TO OOP ESCALATION 12670265 TORY/AT&T WIRELESS	SUBSCRIBER SUBSCRIBER SUBSCRIBER
Charge adjusted. Bill Reason: Recurring Ch 08/31/2011 12:35:00 CM - Case	System Text date: 05/11/2011. Amount: narge Adjustment. CM - Case System Text CM - Case System Text	FINN \$65.84. Is CRM CRM CRM CRM CRM CRM CRM CR	847-768-0400 ssued a credit for 19 /6 and was suspend harges on account a CLARIFY:: CHANGE CASE ID: CM2011083 YPE: OOP/REGULA RIORITY: HIGH CASE ID: CM2011083 CLARIFY:: CHANGE CASE ID: CM2011083 YPE: OOP/REGULA PRIORITY: HIGH TATUS: SOLVING LA: 2011-09-16 10:1	25807 - JAMES CAMB UserText days of service as cust ed NP on 4/27 this done are valid and owed	SUBSCRIBER KING USER ID IS :YV7169
Charge adjusted. Bill Reason: Recurring Ch 08/31/2011 12:35:00 CM - Case 08/31/2011 12:16:27	System Text date: 05/11/2011. Amount: harge Adjustment. CM - Case System Text CM - Case System Text	CRM CRM	847-768-0400 ssued a credit for 19 /6 and was suspend harges on account a CLARIFY:: CHANGE CASE ID: CM2011083 YPE: OOP/REGULA PRIORITY: HIGH STATUS: SOLVING SLA: 2011-09-16 10:1 CONDITION/WORKFL CLARIFY:: CHANGE CASE ID: CM2011083 YPE: OOP/REGULA PRIORITY: HIGH STATUS: SOLVING LA: 2011-09-16 10:1 CONDITION/WORKFL	UserText I days of service as cust ed NP on 4/27 this done are valid and owed; ca 30145 - CLARIFY CRM UserText TO OOP ESCALATION 1, 26702265 TORY/AT&T WIRELESS 2:06 OW: OPEN . THE WORL 1 26702265 TORY/AT&T WIRELESS 1 26702265 TORY/AT&T WIRELESS 2:06 OW: OPEN . THE WORL 30145 - CLARIFY CRM 1 26702265 TORY/AT&T WIRELESS	SUBSCRIBER KING USER ID IS :YV7169
Charge adjusted. Bill Reason: Recurring Ch 08/31/2011 12:35:00 CM - Case 08/31/2011 12:16:27	System Text date: 05/11/2011. Amount: harge Adjustment. CM - Case System Text CM - Case System Text	CRM CRM	847-768-0400 ssued a credit for 19 /6 and was suspend harges on account a CLARIFY:: CHANGE ASE ID: CM2011083 PPE: OOP/REGULA PRIORITY: HIGH STATUS: SOLVING LA: 2011-09-16 10:1 CONDITION/WORKFL CLARIFY:: CHANGE ASE ID: CM2011083 PPE: OOP/REGULA CONDITION/WORKFL CLARIFY:: CHANGE ASE ID: CM2011083	UserText I days of service as cust ed NP on 4/27 this done are valid and owed; ca 30145 - CLARIFY CRM UserText TO OOP ESCALATION 1, 26702265 TORY/AT&T WIRELESS 2:06 OW: OPEN . THE WORL 1 26702265 TORY/AT&T WIRELESS 1 26702265 TORY/AT&T WIRELESS 2:06 OW: OPEN . THE WORL 1 26702265 TORY/AT&T WIRELESS 2:06 OW: OPEN . THE WORL 1 26702265 TORY/AT&T WIRELESS 2:06 OW: OPEN . THE WORL 1 26702265	SUBSCRIBER KING USER ID IS : YV7169
Charge adjusted. Bill Reason: Recurring Ch 08/31/2011 12:35:00 CM - Case 08/31/2011 12:16:27	System Text date: 05/11/2011. Amount: harge Adjustment. CM - Case System Text CM - Case System Text	FINN \$65.84. I4 CRM CRM CRM CRM CRM CRM CRM CR	847-768-0400 ssued a credit for 19 /6 and was suspend charges on account a CLARIFY:: CHANGE CASE ID: CM2011083 PE: OOP/REGULA CONDITION/WORKFL CLARIFY:: CHANGE CASE ID: CM2011083 PE: OOP/REGULA CONDITION/WORKFL CLARIFY:: CHANGE CASE ID: CM2011083 PE: OOP/REGULA CONDITION/WORKFL CLARIFY:: CHANGE CASE ID: CM2011083 PE: OOP/REGULA CLARIFY:: CHANGE CASE ID: CM2011083 PE: OOP/REGULA	UserText I days of service as cust ed NP on 4/27 this done are valid and owed; ca 30145 - CLARIFY CRM UserText TO OOP ESCALATION 1, 26702265 TORY/AT&T WIRELESS 2:06 .OW: OPEN . THE WORL 1, 26702265 TORY/AT&T WIRELESS 1006 COP ESCALATION 1, 26702265 TORY/AT&T WIRELESS 2:06 COW: OPEN . THE WORL 1, 26702265 TORY/AT&T WIRELESS 2:06 COW: OPEN . THE WORL 30145 - CLARIFY CRM UserText 1 30145 - CLARIFY CRM UserText	SUBSCRIBER SUBSCRIBER SUBSCRIBER SUBSCRIBER SUBSCRIBER SUBSCRIBER
Charge adjusted. Bill Reason: Recurring Ch 08/31/2011 12:35:00 CM - Case 08/31/2011 12:16:27	System Text date: 05/11/2011. Amount: harge Adjustment. CM - Case System Text CM - Case System Text	FINN \$65.84. Istalian Istali	847-768-0400 ssued a credit for 19 /6 and was suspend charges on account a CLARIFY:: CHANGE CASE ID: CM2011083 PE: OOP/REGULA CONDITION/WORKFL CLARIFY:: CHANGE CASE ID: CM2011083 PE: OOP/REGULA COOP/REGULA COOP/REGUL	UserText I days of service as cust ed NP on 4/27 this done are valid and owed; ca 30145 - CLARIFY CRM UserText TO OOP ESCALATION 1, 26702265 TORY/AT&T WIRELESS 2:06 OW: OPEN . THE WORL 1 26702265 TORY/AT&T WIRELESS 1 26702265 TORY/AT&T WIRELESS 2:06 OW: OPEN . THE WORL 1 26702265 TORY/AT&T WIRELESS 2:06 OW: OPEN . THE WORL 1 26702265 TORY/AT&T WIRELESS 2:06 OW: OPEN . THE WORL 1 26702265	SUBSCRIBER KING USER ID IS : YV7169
Charge adjusted. Bill Reason: Recurring Ch 08/31/2011 12:35:00 CM - Case	System Text date: 05/11/2011. Amount: harge Adjustment. CM - Case System Text CM - Case System Text	FINN S65.84. CRM CRM CRM CRM CRM CRM CRM CRM CRM CR	847-768-0400 ssued a credit for 19 /6 and was suspend charges on account a CLARIFY:: CHANGE CASE ID: CM2011083 PE: OOP/REGULA CONDITION/WORKFL CLARIFY:: CHANGE CASE ID: CM2011083 PE: OOP/REGULA CONDITION/WORKFL CLARIFY:: CHANGE CASE ID: CM2011083 PE: OOP/REGULA CONDITION/WORKFL CLARIFY:: CHANGE CASE ID: CM2011083 PE: OOP/REGULA CLARIFY:: CHANGE CASE ID: CM2011083 PE: OOP/REGULA	UserText I days of service as cust ed NP on 4/27 this done are valid and owed; ca 30145 - CLARIFY CRM UserText TO OOP ESCALATION 1_26702265 TORY/AT&T WIRELESS 2:06 .OW: OPEN . THE WORL 1_26702265 TORY/AT&T WIRELESS 2:06 .OW: OPEN . THE WORL 1_26702265 TORY/AT&T WIRELESS 2:06 .OW: OPEN . THE WORL 30145 - CLARIFY CRM UserText UserText TO OOP ESCALATION 1_26702265 TORY/AT&T WIRELESS 1.000 1.00	SUBSCRIBER KING USER ID IS : YV7169

Creation Date	TYPE	Cate	gory Subscriber Created By
08/31/2011 09:13:27	CM - Interaction	CRM	30145 - CLARIFY CRM
	System Text		UserText
M - Interaction	,		CLARIFY:: INTERACTION ACTION: ESCALATION; ID: CM20110831 _26702265 NEED: ACCOUNT/CANCELLATION/CONTRACTS/PORT-OUT/PORT-OUT PROCES NOTES: CREATED ON: 2011-08-31 10:13:16.0 CREATED BY: FF6407 (FOLGOSO, FERNANDO) CALLER: JIM CHELMOWSKI;OWNER;847 768-0400;NOT VERIFIED; . THE WORKING USER ID IS: FF6407
08/31/2011 09:13:07	CM - Case	CRM	30145 - CLARIFY CRM:
	System Text		UserText
CM - Case			::CLARIFY:: CHANGE TO OOP ESCALATION CASE ID: CM20110831_26702265 TYPE: OOP/REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: HIGH STATUS: SOLVING SLA: 2011-09-16 10:12:08 CONDITION/WORKFLOW: OPEN-DISPATCH . THE WORKING USER ID IS :FF6407
08/31/2011 09:12:52	CM - Case	CRM	30145 - CLARIFY CRM
08/31/2011 09:12:52		· · · ·	. UserText.
CM - Case	System Text		::CLARIFY:: CHANGE TO OOP ESCALATION
			CASE ID: CM20110831_26702265 TYPE: OOP/REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: HIGH STATUS: SOLVING SLA: 2011-09-16 10:12:06 CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :FF6407
08/31/2011 09:12:15	CM - Case	CRM	30145 - CLARIFY CRM
	System Text		UserText-
CM - Case			::CLARIFY:: OOP ESCALATION CASE ID: CM20110831_26702265 CREATED ON: 2011-08-31 10:12:07.0 CREATED BY: FF6407 (FOLGOSO, FERNANDO) CALLER: JIM CHELMOWSKI TYPE: OOP/REGULATORY/AT&T WIRELESS SUBSCRIBER
			PRIORITY: HIGH STATUS: SOLVING SLA: 2011-09-16 10:12:06 . THE WORKING USER ID IS :FF6407
07/18/2011 02:03:31	Receive Note Message	BAN	STATUS: SOLVING
07/18/2011 02:03:31	Receive Note Message System Text	BAN	STATUS: SOLVING SLA: 2011-09-16 10:12:06 . THE WORKING USER ID IS :FF6407
			STATUS: SOLVING SLA: 2011-09-16 10:12:06 . THE WORKING USER ID IS :FF6407 SYSTEM
	System Text lessage: Version status change Receive Note Message		STATUS: SOLVING SLA: 2011-09-16 10:12:06 . THE WORKING USER ID IS :FF6407 SYSTEM UserText
Receive Notification N 07/18/2011 02:03:31	System Text lessage: Version status change Receive Note Message System Text	to OLD	STATUS: SOLVING SLA: 2011-09-16 10:12:06 . THE WORKING USER ID IS :FF6407 SYSTEM UserText
Receive Notification N 07/18/2011 02:03:31	System Text lessage: Version status change Receive Note Message	to OLD	STATUS: SOLVING SLA: 2011-09-16 10:12:06 . THE WORKING USER ID IS :FF6407 SYSTEM UserText
Receive Notification N 07/18/2011 02:03:31 Receive Notification N processed	System Text lessage: Version status change Receive Note Message System Text lessage: D3 request successfu	BAN	STATUS: SOLVING SLA: 2011-09-16 10:12:06 . THE WORKING USER ID IS :FF6407 SYSTEM SYSTEM UserText UserText
Receive Notification N 07/18/2011 02:03:31	System Text lessage: Version status change Receive Note Message System Text lessage: DS request successfu Msg acknowledgment	to OLD	STATUS: SOLVING SLA: 2011-09-16 10:12:06 . THE WORKING USER ID IS :FF6407 SYSTEM SYSTEM UserText UserText 847-768-0400 30190 - TLG NUMBER
07/18/2011 02:03:31 Receive Notification Not	System Text lessage: Version status change Receive Note Message System Text lessage: D3 request successfu	BAN	STATUS: SOLVING SLA: 2011-09-16 10:12:06 . THE WORKING USER ID IS :FF6407 SYSTEM SYSTEM UserText UserText

Creation Date	TYPE	Catego	Subscriber	Created By	
07/18/2011 02:05:29	Disconnect Req Send	SUB	847-768-0400	SYSTEM	
	System Text			Ū	serText
Disconnect Request se date is 07/18/2011.	nt. Subscriber is 8477680400. De	10			
06/19/2011 05:02:14	Ass/Rea Agency	COLL	1	30261 - ORBIT -	API
	System Text	==-1 F		Ü	ser Text
Collection agency is as	ssigned/reassigned to %s.	0	CA PLACEMENT A N: 06/19/2011, TOT DRBIT	T OCA PO PRINCE AL AMOUNT PLAC	PARKER - HQ, PHONE: 8002762423 , ED: \$411.72 . THE WORKING USER ID IS
06/18/2011 07:30:53	Write-Off	FINN	[30261 - ORBIT -	API
·	System Text			บ	serText
Account written-off. Rewrite-off: \$411.72.	eason: NON PAYMENT. Balance	before			
06/06/2011 05:55:51	MAILED LETTER	DIAL	1	30261 - ORBIT	API
	System Text	7 -			ser Text
		-			. THE WORKING USER ID IS :ORBIT
05/31/2011 05:41:12		BAN		30261 - ORBIT	
	System Text				serText: :254633342 NAME:JIM CHELMOWSKI
EMAIL DUNNING LET	TER SENT	8	MAIL ADDRESS:CH ATE:201105310206	HELMOWSKI@CO 32 EMAIL TEMPL AMOUNT DUE:406	MCAST.NET EMAIL REQUEST ATE ID:EMA004 PAST AMOUNT .72 BILLING DATE:20110505 . THE
05/28/2011 20:27:31	Collection General	COLL		1905393 - TIER	2 DIALI
	System Text				serText
		C			/ERING MACHINE - CALLED:8477290818 - 9 PM . THE WORKING USER ID IS
	Collection General	COLL		1905393 - TIER	2 DIALI
05/26/2011 17:44:05	System Text	=======================================		_ 1	serText
	System real	(LED CALL - NO V	DICE DETECTED - LEFT MESSAGE - LED: 5/26/2011 12:40:17 PM . THE
05/19/2011 01:00:52	RFM short memo	CSM	G56-773-9	SYSTEM	
	System Text				serText
BAN: 254633342, Groo Rollover minutes bala	up: G587739 performed a Cancel	lation.			
05/19/2011 19:45:07	Collection General	COLL		30261 - ORBIT	API
	System Text				serText
			COLLECTION USER	NOTE - PRIMARY	STATE ROUTED THE WORKING USER

05/19/2011 18:57:40	MDN internal cancel	SUB	847-768-0400	77098236 - ROBIN GAT
	System Text			UserText
In internal MDN cance he Port Out request < cancellation	ellation (CANI) action was cre 1122015NPMK> due to the st	eated for ubscriber		
05/19/2011 16:57:39	Cancel BAN	BAN		77098236 - ROBIN GAT
	System Text		_ :====	UserText
BAN Cxid (1 Subs). EM CANCE. \$0.00 dpst rel Method: . Type: Flat.	: 05/19/2011. Rsn: NON PAY under review. Rate: \$0.00. W		working special pro	ojects cancel failed rg182d dcc
05/14/2011 10:43:06	Collection General	COLL	[• •	1905393 - TIER 2 DIALI
Fi	System Text	1		UserText
		2	AUTODIALER HAN TIME CALLED: 5/14	DLED CALL - POSITIVE VOICE - CALLED:8477290818 - DATI 4/2011 9:11:15 AM . THE WORKING USER ID IS :DIALERSYS
05/13/2011 11:37:34	Collection General	COLL	1	. 1905393 - TIER 2 DIALI
	System Text			UserText
			TIME CALLED: 5/13	DLED CALL - NO ANSWER - CALLED:8477290818 - DATE 3/2011 9:24:21 AM . THE WORKING USER ID IS :DIALERSYS
05/12/2011 17:15:17	Collection General	COLL	_ (33	1905393 - TIER 2 DIALI
ſ	System Text:			UserText DLED CALL - NO ANSWER - CALLED:8477290818 - DATE
05/12/2011 04:47:32	CPNI Notification	BAN	TIME CALLED: 5/12	2/2011 11:50:19 AM . THE WORKING USER ID IS :DIALERSY:
	System Texts			UserText:
CPNI Notification			COLLECTION SMS WORKING USER ID	DUNNING SENT TO 847-768-0400 ON 04/08/2011 . THE DIS :EDDSYSID
05/11/2011 11:24:03	Collection General	COLL	· · ·	1905393 - TIER 2 DIALI
	System Text	i ;		User Texts
		(AUTODIALER HANI TIME CALLED: 5/11	DLED CALL - NO ANSWER - CALLED: 8477290818 - DATE 1/2011 9:45:02 AM . THE WORKING USER ID IS :DIALERSYS
05/10/2011 11:58:54	Collection General	COLL		1905393 - TIER 2 DIALI
	System Text]		UserText
Time or 15 to 15 t		Ś	AUTODIALER HANI TIME CALLED: 5/10	DLED CALL - NO ANSWER - CALLED:8477290818 - DATE 0/2011 10:00:30 AM . THE WORKING USER ID IS :DIALERSY:
05/09/2011 11:34:08	Collection General	COLL	;	1905393 - TIER 2 DIALI
	System Text			UserText.
			AUTODIALER HANG	DLED CALL - NO ANSWER - CALLED:8477290818 - DATE 2011 9:18:46 AM . THE WORKING USER ID IS :DIALERSYS

Creation Date	TYPE	Cated	egory Subscriber Created By
05/07/2011 11:03:56	Collection General	COLL	L 1905393 - TIER 2 DIALI
	System Text		User Text
			AUTODIALER HANDLED CALL - POSITIVE VOICE - CALLED: 8477290818 - DATE TIME CALLED: 5/7/2011 10:37:09 AM . THE WORKING USER ID IS :DIALERSYS
05/06/2011 11:06:54	Collection General	COLL	.L 1905393 - TIER 2 DIALI
	System Text		User Texts
			AUTODIALER HANDLED CALL - NO ANSWER - CALLED: 8477290818 - DATE TIME CALLED: 5/6/2011 9:13:30 AM . THE WORKING USER ID IS :DIALERSYS
05/05/2011 17:02:37	Collection General	COLL	L 1905393 - TIER 2 DIALI
	System Text		UserText
			AUTODIALER HANDLED CALL - NO ANSWER - CALLED:8477290818 - DATE TIME CALLED: 5/5/2011 12:02:38 PM . THE WORKING USER ID IS :DIALERSYS
05/04/2011 06:16:00	MAILED LETTER	DIAL	L : 30261 - ORBIT - API
	System Text		UserText
			DUNNING LETTER SENT. LETTER: TLCAN1 LETTER NAME: PRE CANCEL LETTER LETTER DATE: 05/04/2011 . THE WORKING USER ID IS :ORBIT
05/03/2011 11:05:46	Collection General	COL	L - 1905393 - TIER 2 DIALI
[System Text]	UserTex
			AUTODIALER HANDLED CALL - POSITIVE VOICE - CALLED: 8477290818 - DATE TIME CALLED: 5/3/2011 9:14:08 AM . THE WORKING USER ID IS :DIALERSYS
05/02/2011 12:16:19	Collection General	COLI	LL 1905393 - TIER 2 DIALI
	System Text		UserText
			AUTODIALER HANDLED CALL - POSITIVE VOICE - CALLED: 8477290818 - DATE TIME CALLED: 5/2/2011 9:36:27 AM . THE WORKING USER ID IS :DIALERSYS
04/30/2011 12:45:24	EMAILED DUNNING	BAN	30261 - ORBIT - API
	System Text		UserText
EMAIL DUNNING LET	TER SENT		DUNNING EMAIL SENT. ACCOUNT ID:254633342 NAME:JIM CHELMOWSKI EMAIL ADDRESS:CHELMOWSKI@COMCAST.NET EMAIL REQUEST DATE:20110430033604 EMAIL TEMPLATE ID:EMA003 PAST AMOUNT DUE:157.04 TOTAL AMOUNT DUE:303.90 BILLING DATE:20110405 . THE WORKING USER ID IS :ORBIT
04/28/2011 16:51:32	Office of the Pres	COL	L 847-768-0000 926596 - NATHANIEL C
OOP Escalation	System Text		UserText attempted to contact Mr. Chelmowski and left a message on the line ending in 5625, per nate camper oop area manager
04/27/2011 12:05:16	Suspend BAN	BAN	30261 - ORBIT - API
	System Text	=1	UserText
BAN Suspended (1 Su	bacribers) effective from: 20	110427.	

Creation Date	TYPE	Categ	gory Subscriber Created By
04/27/2011 03:05:29	Payment Arrangement	COLL	30261 - ORBIT - API
	System Text		User Texts
Payment Arrangement			PAYMENT PROMISE BROKEN: PROMISE DATE: 04/27/2011 . THE WORKING USER ID IS :ORBIT
04/25/2011 17:00:19	CM - Case	CRM	- 30145 - CLARIFY CRM!
CM - Case	System Text		UserText ::CLARIFY:: CHANGE TO OOP ESCALATION CASE ID: CM20110421_20041620 TYPE: OOP/REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: CRITICAL STATUS: CLOSED SLA: 2011-04-28 18:17:44 CONDITIONWORKFLOW: CLOSED NOTES: -> UNABLE TO REACH CUSTOMER. RESOLUTION: CLOSED - NO CONTACT DATE COMPLETE: . THI WORKING USER ID IS: SB1402
04/25/2011 17:00:01	CM - Case	CRM	30145 - CLARIFY CRM
r	System Text		UserText:
CM - Case			::CLARIFY:: CHANGE TO OOP ESCALATION CASE ID: CM20110421_20041620 TYPE: OOP/REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: CRITICAL STATUS: RESOLVED SLA: 2011-04-28 18:17:44 CONDITION/WORKFLOW: OPEN. THE WORKING USER ID IS:SB1402
04/25/2011 16:57:38	CM - Case	CRM	30145 - CLARIFY CRM
04/23/2011 10:07:00	System Text		User Téxis
CM - Case			::CLARIFY:: CHANGE TO OOP ESCALATION CASE ID: CM20110421_20041620 TYPE: OOP/REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: CRITICAL STATUS: SOLVING SLA: 2011-04-28 18:17:44 CONDITION/WORKFLOW: OPEN. THE WORKING USER ID IS: SB1402
04/25/2011 16:40:41	CM - Case	CRM	
1	System Text		UperText
CM - Case			::CLARIFY:: CHANGE TO OOP ESCALATION CASE ID: CM20110421_20041620 TYPE: OOP/REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: CRITICAL STATUS: SOLVING SLA: 2011-04-28 18:17:44 CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :JC1073
04/21/2011 17:20:28	CM - Case	CRM	30145 - CLARIFY CRM
	System Text		User Texts
CM - Case			::CLARIFY:: CHANGE TO OOP ESCALATION CASE ID: CM20110421_20041620 TYPE: OOP/REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: CRITICAL STATUS: SOLVING SLA: 2011-04-28 18:17:44 CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :SB1402
04/21/2011 17:20:21	CM - Interaction	CRM	30145 - CLARIFY CRM
1	System Text		UserText
CM - Interaction			::CLARIFY:: INTERACTION ACTION: ESCALATION; ID: CM20110421_20041620 NEED: ACCOUNT/WLNP/PORT PROCESS/PORT-OUT PROCESS NOTES: CREATED ON: 2011-04-21 18:20:18.0 CREATED BY: SB1402 (BAKER, SHERRI)
EX-0294			CALLER: JIM CHELMOWSKI; OWNER; 847 744-5626; VERIFIED WITH ACCOUNT OWNER SSN; . THE WORKING USER ID IS: SB1402 ATT-0016

Creation Date	TYPE	Cate	gory	Subscriber	Creat	ad By
04/21/2011 17:19:48	CM - Case	CRM	į		30145 - CL	ARIFY CRM
	System Text					UserText
CM - Case			CASE TYPE: PRIOR STATU SLA: 2	ITY: CRITICAL IS: SOLVING 1011-04-28 18:1	21 20041620 TORY/AT&T	CALATION WIRELESS SUBSCRIBER THE WORKING USER ID IS: SB1402
04/21/2011 17:17:58	CM - Case	CRM		• •	30145 - CL	ARIFY CRM
L	System Text		1		**	UserText
CM - Case			CASE CREA CREA CALLE TYPE: PRIOF STATE	ITY: CRITICAL JS: SOLVING	21_20041620 04-21 18:17:4 02 (BAKER, S MOWSKI ATORY/AT&T	
04/21/2011 16:38:57	Office of the Pres	COL		47-768-0400	928598 - N	ATHANIEL C
04/21/2011 10:36:37	System Text					UserText
OOP Escalation	- Cystain , tore	=	atttem	pted to contac	t Mr. Chelmo	wski at the number 847-768-0000 and on the
04/20/2011 08:17:06	Office of the Pres	COLI				ATHANIEL C User (Rod)
OOP Escalation			left a r	nessage with i	my direct con	vski to discuss his final line being ported out. tact number on the number 847-744-5626 and imper oop area manager.
04/19/2011 14:38:36	Acknow Received OSP	BAN	[• • • • • • • • • • • • • • • • • • • •	SYSTEM	
	System Text]				UserText
Acknowledgment rece	ived from OSP.					
04/19/2011 14:38:35	Port-Out Req Resp	BAN	Ö	00-000-0000	SYSTEM	
Port-Out Port Request Provider.	System Text response sent to new Service					UserText
04/19/2011 14:38:35	Other Suppl Type	BAN	0	00-000-0000	SYSTEM	
	System Text	_]				UserText
The request was modi- 1122015NPMK.	fled.Telecordia Request Number is					**
04/19/2011 09:42:15	Office of the Pres	COLL	L [•	926596 - NA	THANIEL C
	System Text					UserText
OOP Escalation		- 100				on the number 847-744-5626, left a message Il back number.

Creation Date	TYPE	Catego	Subscriber	Created By
04/19/2011 09:40:23	Office of the Pres	COLL	[926596 - NATHANIEL C
	System Text			User Text
OOP Escalation		at	ttempted to conta n the voicemail w	ict the customer on the number 847-768-0000. left a message with my direct call back number.
04/18/2011 16:19:51	CM - Case	CRM	_ [30145 - CLARIFY CRM
· · · · · · ·	System Text			UserText
CM - Case		S S S C C	M20110418_1985 ACCT # 254633342 CUST NAME JIM (PORT # 84776804 CB # 5018822002 FROM ANOTHER	0418_19893830 OUT/WIRELESS AL 6:16:42 KFLOW: CLOSED NOTES: -> 4/17/2011 03830 2 CHELMOWSKI
04/18/2011 15:22:46	CM - Case	CRM	[30145 - CLARIFY CRM
	System Text		:CLARIFY:: CHAN	UserText
CM - Case			CASE ID: CM2011 TYPE: LNP/PORT PRIORITY: NORM STATUS: SOLVIN SLA: 2011-04-19 1 CONDITION/WOR	OUT/WIRELESS AL G
2442/2014 15:10:40	CM - Interaction	CRM		30145 - CLARIFY CRM
04/18/2011 15:19:48		1		UserText
CM - Interaction	System Text		NEED: WLNP - PO NOTES: NATE CA REQUEST OF 847 FROM ANOTHER CASE # CM20110 CREATED ON: 20 CREATED BY: MH CALLER: JIM CHE	D: CM20110418_19893830 DRT OUT/CUSTOMER/CHECK PORT STATUS MPER NC4194 CI WANTING TO KNOW WHY PORT OUT 17680400 HAD NOT COMPLETED. FOUND A PORT REQUEST PROVIDER THAT NEEDS TO BE CANCELLED OUT FIRST.
04/18/2011 15:19:17	7 CM - Case	CRM	1	30145 - CLARIFY CRM
	Systems Text			UserText
CM - Case			CLARIFY:: CHAP CASE ID: CM2011 TYPE: LNP/PORT PRIORITY: NORM STATUS: SOLVIN SLA: 2011-04-19 1 CONDITION/WOR	0418_19893830 OUT/WIRELESS AL G

Creation Date	TYPE	, Cute	egory Gubscriber Created By
04/18/2011 15:19:13	CM - Case	CRM	30145 - CLARIFY CRM
.~	System Text		UserText
CM - Case			::CLARIFY:: CHANGE TO CASE CASE ID: CM20110418_19893830 TYPE: LNP/PORT OUT/WIRELESS PRIORITY: NORMAL STATUS: SOLVING SLA: 2011-04-19 16:16:42 CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :MH508J
04/18/2011 15:16:52	CM - Case	CRM	a 30145 - CLARIFY CRM
	System Text		UserText
CM - Case		, l	::CLARIFY:: CASE CASE ID: CM20110418_19893830 CREATED ON: 2011-04-18 16:16:42.0 CREATED BY: MH508J (HAMPSON, MATTHEW) CALLER: JIM CHELMOWSKI TYPE: LNP/PORT OUT/WIRELESS PRIORITY: NORMAL STATUS: SOLVING SLA: 2011-04-21 16:16:42 . THE WORKING USER ID IS :MH508J
04/18/2011 15:06:37	Upg Elg Check Result System Text	SUB	3 847-768-0400 30145 - CLARIFY CRM' UserText
Equipment Upgrade E Last Early Upg Date: N	ligibility Check. Last Upg Date tone. USC: LLL.	: None.	Standard Upgrade: Result:Not eligible. Reason:Past Due - P. Future Elig Date:None. iPhone Standard Upgrade: Result:Not eligible. Reason:Past Due - P. Future Elig Date:None.
04/18/2011 11:54:49	Office of the Pres	COL	LL 926596 - NATHANIEL C
	System Text	·	UserText .
OOP Escalation			attempted to contact the customer regarding remaing active line of service per nate camper oop area manager.
04/18/2011 08:44:28	Office of the Pres	COL	LL 926596 - NATHANIEL C
L	System Text		UserText
OOP Escalation			Attempted to contact the customer on number ending with 0400 and 0000. Left a message on line ending with 0000 with my direct call back number. Reviewed the bills and there are no call records for the final active number 0400, wanted to confirm the customer was not using the service and did not need to port the final line out per nate camper oop area manager.
04/15/2011 10:59:45	Office of the Pres	COL	LL - 926596 - NATHANIEL C
	System Text		UserTexts
OOP Escalation			attempted to contact the customer on the line ending in 5626 and left a message on the voicemail. I provided my direct call back number to discuss the one line remaining per nate camper oop area manager.

Creation Date	TYPE	Cate	gory	Subscriber		Created By
04/11/2011 13:01:34	CM - Interaction	CRM	- [3014	45 - CLARIFY CRM
	System Text		h			UserText
M - Interaction			ACTIONEED RESONOTE CUST REAS MADE RECONOTE CUST REAS MADE RECONOTE CUST RESONOTE CUST	SECUTION: SET SE OFFICE OF SON SE A PA DIMMENDATION OR THE PA SE CUST AS LO RE SSO THE CURRENT DLUTION JP PA OF \$157 ED ON TENURE INC MATRE, DI	OONE PAYME UP PAY THE F ONG PI BAL A	ENT ARRANGEMENT(S)/PAYMENT ARRANGEMENT(S) YMENT ARRANGEMENT PRESIDENT, TENE BURSE, TB1352, CI BEHALF OF TH ROMISE IS KEPT SERVICE WILL REMAIN ACTIVE AND DUE DATE N 04/25/2011 MANUAL VE REVENUE AVERAGE, LTV 3
04/11/2011 12:59:35	Payment Arrangement	COLI	<u></u>		3020	61 - ORBIT - API
	System Text					UserText
Payment Arrangement		=	PRO	MISE TO PAY	PAYME	ENTS: 1 PAYMENT 1 DATE: 04/25/2011 PAYMENT 1
	77		AMO	UNT: \$157.04 .	THE W	ORKING USER ID IS :ORBIT
04/11/2011 12:59:19 Payment Arrangement	Payment Arrangement System Text Canceled. PA: %s.	COLI		AENT PROMISI		61 - ORBIT - API UserText. ETED: 04/11/2011 . THE WORKING USER ID IS :ORBIT
04/11/2011 12:58:21	Payment Arrangement	COL	L	i <u> </u>	3020	61 - ORBIT - API
	System Text]				UserText
Payment Arrangemen	Created. PA: %s.					ENTS: 1 PAYMENT 1 DATE: 04/24/2011 PAYMENT 1 ORKING USER ID IS :ORBIT
04/11/2011 12:56:53	Upg Elg Check Result	SUB		847-768-0400	3014	45 - CLARIFY CRM
	System Text					UserText
Equipment Upgrade E Last Early Upg Date: f	iligibility Check. Last Upg Date: Non None. USC: LLL.	10.	Date:	None.		:Not eligible. Reason:Past Due - P. Future Elig : Result:Not eligible. Reason:Past Due - P. Future Elig
04/11/2011 12:50:47	Upg Elg Check Result	SUB		847-768-0400	3014	46 - CLARIFY CRM
1	System Text]	!			UserText
Equipment Upgrade E Last Early Upg Date: I	ligibility Check. Last Upg Date: Non None, USC: AAA	ا ۱۰۰۰	Date:	None.		:Not eligible. Reason:Past Due - P. Future Elig : Result:Not eligible. Reason:Past Due - P. Future Elig
04/11/2011 12:32:58	Collection General	COL	L		1905	5393 - TIER 2 DIALI
	System Text					UserText
			TIME	CALLED: 4/11/	ALL - A 2011 1	ANSWERING MACHINE - CALLED:8477680400 - DATE 2:31:51 PM - CALL TABLE: IVA . THE WORKING USE

Creation Date	TYPE	Cate	gory	Subscriber	Create	ed By]
04/11/2011 06:31:28	MAILED LETTER	DIAL		•	30261 - ORE	BIT - API
	System Text	- 1	***			UserText
			DUNNING	LETTER S LETTER	ENT. LETTER: DATE: 04/11/	TLSUS1 LETTER NAME: PRE SUSPEND 2011 . THE WORKING USER ID IS :ORBIT
	Collection General	COLL			1905393 - TI	ER 2 DIALI
04/09/2011 10:27:17		1				UserText
	System fext		TIME CA			RING MACHINE - CALLED: 8477680400 - DATE M - CALL TABLE: IVR . THE WORKING USE
04/08/2011 13:48:02	CPNI Notification	BAN	1 -	-	19 02048 - E	DD API ID
	System Text	1				UserText
PNI Notification		j	ADDRES MAIL. TH	S ALERT - I	PLEASE UPDA	TE BILLING ADDRESS DUE TO RETURNED DTE . THE WORKING USER ID IS :EDDSYSID
04/08/2011 13:47:49	CPNI Notification	BAN	·		1902048 - E	DD API ID
 	System Text					UserText
PNI Notification						TE BILLING ADDRESS DUE TO RETURNED OTE . THE WORKING USER ID IS :EDDSYSID
04/08/2011 13:47:49	CPNI Notification	BAN	1-	•	1902048 - E	DD API ID
	System Text]				UserText
CPNI Notification						ATE BILLING ADDRESS DUE TO RETURNED DTE . THE WORKING USER ID IS :EDDSYSID
04/08/2011 13:47:48	CPNI Notification	BAN			1902048 - E	DD API ID
	System Text					UserText
CPNI Notification						ATE BILLING ADDRESS DUE TO RETURNED DTE . THE WORKING USER ID IS :EDDSYSID
04/06/2011 14:28:35	Acknow Received OSP	BAN			SYSTEM	• 11
	System Text					UserText
Acknowledgment rece	lived from OSP.					
04/06/2011 14:28:34	Port-Out Req Resp	BAN	000	-000-0000	SYSTEM	
Port-Out Port Request Provider.	System Text response sent to new Service					UserText)
04/06/2011 14:28:34		BAN	000	-000-0000	SYSTEM	
The request was mod	System Text ified.Telecordia Request Number	ls l	V# 4	+ 1 - +		User Fext

Creation Date	TYPE	Category	Subscriber	Crea	ted By
04/06/2011 14:02:34	Receive Note Message	BAN		SYSTEM	
	System Text	· · · · · ·			UserTex
eceive Notification M HIGHER THAN PREV	essage: REQUEST VERSION MU IOUS ACKNOWLEDGEDVERSIO	ST BE N (01)			
03/30/2011 14:22:50	Acknow Received OSP	BAN		SYSTEM	
te a la la la series	System Text				UserTex
Acknowledgment rece	ived from OSP.				
03/30/2011 14:22:49	Port-Out Req Resp	BAN	000-000-0000	SYSTEM	
	System Text				UserTex
Port-Out Port Request Provider.	response sent to new Service				
03/30/2011 14:22:49	Other Suppl Type	BAN	000-000-0000	SYSTEM	
	System Text				UserText
1122015NPMK.		i			
00/04/00/4 45 45 45		- CLID	047.047.0004	20100 -	2 MUMBER
03/24/2011 19:43:16	Msg acknowledgment System Text	SUB	847-917-2384	30190 - TL	3 NUMBER UserText
AN ACKNOWLEDGME	System Text NT HAS BEEN RECEIVED FOR 419859359, ACTIVITY IS: UPDATE		847-917-2384	30190 - TL	
AN ACKNOWLEDGME TRANSACTION: TLILL	System Text NT HAS BEEN RECEIVED FOR 419859359, ACTIVITY IS: UPDATE IS: SUCCESS Receive Note Message		847-917-2384	30190 - TL	UserText
AN ACKNOWLEDGME TRANSACTION: TLILL EXCEPTION, STATUS 03/24/2011 19:43:13	System Text NT HAS BEEN RECEIVED FOR 419859359, ACTIVITY IS: UPDATE IS: SUCCESS Receive Note Message System Text	BAN			
AN ACKNOWLEDGME TRANSACTION: TLILL EXCEPTION, STATUS 03/24/2011 19:43:13	System Text NT HAS BEEN RECEIVED FOR 419859359, ACTIVITY IS: UPDATE IS: SUCCESS Receive Note Message	BAN			UserText
AN ACKNOWLEDGME TRANSACTION: TLILL EXCEPTION, STATUS 03/24/2011 19:43:13	System Text NT HAS BEEN RECEIVED FOR 419859359, ACTIVITY IS: UPDATE IS: SUCCESS Receive Note Message System Text	BAN			UserText
AN ACKNOWLEDGME TRANSACTION: TLILL EXCEPTION, STATUS 03/24/2011 19:43:13 Receive Notification M ACTIVE	System Text NT HAS BEEN RECEIVED FOR 419859359, ACTIVITY IS: UPDATE IS: SUCCESS Receive Note Message System Text essage: Version status change to	BAN		SYSTEM	UserText
AN ACKNOWLEDGME TRANSACTION: TLILL EXCEPTION, STATUS 03/24/2011 19:43:13 Receive Notification M ACTIVE 03/24/2011 19:43:11 Sub Cxid eff 03/24/201	System Text NT HAS BEEN RECEIVED FOR 419859359, ACTIVITY IS: UPDATE IS: SUCCESS Receive Note Message System Text lessage: Version status change to	BAN		SYSTEM	UserText
AN ACKNOWLEDGME TRANSACTION: TLILL EXCEPTION, STATUS 03/24/2011 19:43:13 Receive Notification M ACTIVE 03/24/2011 19:43:11	System Text NT HAS BEEN RECEIVED FOR 419859359, ACTIVITY IS: UPDATE IS: SUCCESS Receive Note Message System Text lessage: Version status change to Cancel SUB System Text 1. Rsn: Due to Port Out. \$0.00 dp.	BAN		SYSTEM	UserText
AN ACKNOWLEDGME TRANSACTION: TLILL EXCEPTION, STATUS 03/24/2011 19:43:13 Receive Notification M ACTIVE 03/24/2011 19:43:11 Sub Cxid eff 03/24/201 under review. Rate: \$0	System Text NT HAS BEEN RECEIVED FOR 419859359, ACTIVITY IS: UPDATE IS: SUCCESS Receive Note Message System Text lessage: Version status change to Cancel SUB System Text 1. Rsn: Due to Port Out. \$0.00 dp00, Waived: N. Method: . Type: .	BAN	847-917-2384	SYSTEM	UserText
AN ACKNOWLEDGME TRANSACTION: TLILL EXCEPTION, STATUS 03/24/2011 19:43:13 Receive Notification M ACTIVE 03/24/2011 19:43:11 Sub Cxid eff 03/24/201 under review. Rate: \$0 03/24/2011 19:37:25 Receive Notification M	System Text NT HAS BEEN RECEIVED FOR 419859359, ACTIVITY IS: UPDATE IS: SUCCESS Receive Note Message System Text essage: Version status change to Cancel SUB System Text 1. Rsn: Due to Port Out. \$0.00 dp00. Waived: N. Method: . Type: .	BAN	847-917-2384	SYSTEM	User Text
AN ACKNOWLEDGME TRANSACTION: TLILL EXCEPTION, STATUS 03/24/2011 19:43:13 Receive Notification M ACTIVE 03/24/2011 19:43:11 Sub Cxid eff 03/24/201 under review. Rate: \$0 03/24/2011 19:37:25 Receive Notification M 6006 - new date 201103	System Text NT HAS BEEN RECEIVED FOR 419859359, ACTIVITY IS: UPDATE IS: SUCCESS Receive Note Message System Text essage: Version status change to Cancel SUB System Text 1. Rsn: Due to Port Out. \$0.00 dp00. Waived: N. Method: . Type: . Receive Note Message System Text essage: Due Date Change by NSi	BAN	847-917-2384	SYSTEM	User Text
AN ACKNOWLEDGME TRANSACTION: TLILL EXCEPTION, STATUS 03/24/2011 19:43:13 Receive Notification M ACTIVE 03/24/2011 19:43:11 Sub Cxid eff 03/24/201 under review. Rate: \$0 03/24/2011 19:37:25 Receive Notification M 6006 - new date 201103 201103251130A,	System Text NT HAS BEEN RECEIVED FOR 419859359, ACTIVITY IS: UPDATE IS: SUCCESS Receive Note Message System Text lessage: Version status change to Cancel SUB System Text 1. Rsn: Due to Port Out. \$0.00 dp. 1.00. Waived: N. Method: . Type: . Receive Note Message System Text essage: Due Date Change by NSF 3240842P, OSP 6214 - due date	BAN	847-917-2384	SYSTEM	User Text

Creation Date	TYPE	Categ	ory Subscriber	Created By	
03/24/2011 19:37:00	Receive Note Message	BAN		SYSTEM	
	System Text			UserText	
	essage: Other SP 6006 SV creat 103251130A,Version ID 17692670 ng, Med Timer Ind Y,				
03/24/2011 19:36:52	Acknow Received OSP	BAN	(SYSTEM	
	System Text	<u></u>] i		UserText	
Acknowledgment rece	ived from OSP.				
03/24/2011 19:36:51	Port-Out Req Resp	BAN	000-000-0000	SYSTEM	
	System Text			UserText	
Port-Out Port Request Provider.	response sent to new Service				
03/24/2011 19:36:50	PortOut Reqst Receiv	BAN	000-000-0000	SYSTEM	
	System Text			UserText	
Port-Out Port Request System.	received from Operations Supp	ort			
03/24/2011 06:07:14	Msg acknowledgment	SUB	847-744-5626	30190 - TLG NUMBER	
	System Text-			User Texts	
	NT HAS BEEN RECEIVED FOR 419571315, ACTIVITY IS: UPDAT IS: SUCCESS	E MDN			
03/24/2011 06:07:10	Receive Note Message	BAN		SYSTEM	
	System Text			UserText	
Receive Notification M ACTIVE	essage: Version status change i	lo			
03/24/2011 06:07:02	Cancel SUB	CTN	847-744-5626	SYSTEM	
	System Text			UserText	
	1. Rsn: Due to Port Out. \$0.00 dp .00. Walved: N. Method: . Type: .				
03/22/2011 16:03:36	Upg Eig Check Result	SUB	847-768-0400	30232 - MyATT	
	System Text			User Text	
Equipment Upgrade El Last Early Upg Date: N	ligibility Check. Last Upg Date: N lone. USC: CCC.		tandard Upgrade: R Phone Standard Upg	esuit:Eligible. rade: Resuit:Eligible.	
03/22/2011 16:03:35	Upg Elg Check Result	SUB	847-917-2384	30232 - MyATT	-
	System Text	7		UserText	
Equipment Upgrade El Last Early Upg Date: N	ligibility Check. Last Upg Date: None. USC: CCC.		tandard Upgrade: R Phone Standard Upg	esuit:Eligible. rade: Resuit:Eligible.	-

Creation Date	TYPE	Cate	gory Subscriber Created By
03/22/2011 14:51:48	Upg Elg Check Result	SUB	847-744-5628 30232 - MyATT
	System Text]	UserText
Equipment Upgrade E 01/13/2009. Last Early	ligibility Check. Last Upg Date: Upg Date: None. USC: CCC.		Standard Upgrade: Result:Eligible. IPhone Standard Upgrade: Result:Eligible.
03/22/2011 11:23:59	Msg acknowledgment	SUB	847-768-0000 30190 - TLG NUMBER
	System Text-		. UserText
AN ACKNOWLEDGME TRANSACTION: TLILL EXCEPTION, STATUS	NT HAS BEEN RECEIVED FOR 418911859, ACTIVITY IS: UPDATE IS: SUCCESS	MDN	
03/22/2011 11:23:58	Receive Note Message	BAN	SYSTEM
	System Text		UserText
Receive Notification N ACTIVE	flessage: Version status change to	0	
03/22/2011 11:23:56	Cancel SUB	CTN	847-768-0000 SYSTEM
	System Text		UserText
03/22/2011 11:17:11 CM - Interaction	CM - Interaction System Taxe	CRM	UserText:::CLARIFY:: INTERACTION
			ACTION: ONE AND DONE NEED: TECHNICAL TROUBLESHOOTING/VOICEMAIL TROUBLESHOOTING/VOICEMAIL TROUBLESHOOTING RESOLUTION: RESET PASSWORD NOTES: PHONE NOT AVAIL NOW. NEEDS PW RESET TO ACCESS FROM LANDLINE. RESET TO 7 DIGIT # AND ADV HOW TO RETRIEVE FRO L/L. ISSUE RESOLVED
03/22/2011 11:09:30	Upg Elg Check Result	SUB	847-768-0000 30145 - CLARIFY CRM
	System Text		User Texts.
Equipment Upgrade 03/02/2008. Last Earl	Eligibility Check. Last Upg Date: y Upg Date: None. USC: CFY.		Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.
03/22/2011 09:36:06	Upg Elg Check Result	SUB	847-744-5626 30232 - MyATT
	System Text]	UserText
Equipment Upgrade 01/13/2009, Last Early	Eligibility Check. Last Upg Date: y Upg Date: None. USC: CCC.		Standard Upgrade: Result: Eligible. iPhone Standard Upgrade: Result: Eligible.
03/22/2011 09:29:30	Upg Elg Check Result	SUB	847-744-5626 30232 - MyATT
33222011 09.23.30	System Text		UserText
Equipment Upgrade	Eligibility Check. Last Upg Date: y Upg Date: None. USC: CCC.		Standard Upgrade: Result: Eligible. iPhone Standard Upgrade: Result: Eligible.

Creation Date	TYPE	Cate	jory Subscriber	Crea	ted By
03/22/2011 09:01:45	Receive Note Message	BAN		SYSTEM	
	System Text				UserText
Receive Notification Me processed	essage: OC request successfully				
03/22/2011 09:01:40	Receive Note Message	BAN	<u> </u>	SYSTEM	
	System Text	1			UserText
Receive Notification Market Port Out, DueDate 2011 Timer-Med, Hours-Med	essage: Other SP 7979 SV created 103241200A,Version ID 176799204, , Med Timer IndY,	•			
03/21/2011 11:47:33	Acknow Received OSP	BAN	• •	SYSTEM	
	System Text				UserText
Acknowledgment rece	ved from OSP.				
03/21/2011 11:47:32	Port-Out Req Resp	BAN	000-000-0000	SYSTEM	
	System Text				UserText
Provider.	response sent to new Service			75	
03/21/2011 11:47:32	PortOut Regat Receiv	BAN	000-000-0000	SYSTEM	<u> </u>
	System Text				User Text
System.	received from Operations Suppor				
03/21/2011 11:43:48	Acknow Received OSP	BAN		SYSTEM	
	System Text		L		UserText
Acknowledgment rece	ived from OSP.				
03/21/2011 11:43:47	Port-Out Req Resp	BAN	000-000-0000	SYSTEM	
	System Text				UserText
Port-Out Port Request Provider.	response sent to new Service				
03/21/2011 11:43:46	PortOut Regat Receiv	BAN	000-000-0000	SYSTEM	
	System Text				UserText
Port-Out Port Request System.	received from Operations Suppor				
03/21/2011 05:40:21	Upg Elg Check Result	SUB	847-744-562 6	30232 - My	yATT
	System Text	- -7			UserText
Equipment Upgrade E	ligibility Check. Last Upg Date:		Standard Upgrade: F		
01/13/2009. Last Early	Upg Date: None. USC: CCC.	1	iPhone Standard Up		

0014010044 00 00.40		the second second		7
03/18/2011 09:05:40	Receive Note Message	BAN		SYSTEM
	System Text			UserText
Receive Notification M processed	essage: OC request successfully]		*
03/18/2011 09:05:35	Receive Note Message	BAN		SYSTEM
r- ·	System Text			UserText
Receive Notification M Port Out, DueDate 201 Timer-Short, Hours-Lo	essage: Other SP 6006 SV create 103180405P,Version ID 17665169 ing, Med Timer Ind Y,	4,		
03/18/2011 09:05:26	Acknow Received OSP	BAN	[SYSTEM
	System Text] [UserText
Acknowledgment rece	ived from OSP.			
03/18/2011 09:05:25	Port-Out Reg Resp	BAN	000-000-0000	SYSTEM
	System Text			UserText
Port-Out Port Request Provider.	response sent to new Service			
03/18/2011 09:05:24	PortOut Regst Receiv	BAN	000-000-0000	SYSTEM
				Handrid.
	System Text			UserText*
Port-Out Port Request System.	System Text t received from Operations Support	ort		Usarieus
System.	A CONTRACTOR OF THE PROPERTY O	CRM		30145 - CLARIFY CRM
	t received from Operations Suppo			
System.	t received from Operations Suppo	CRM	PRIORITY: NORMAL STATUS: CLOSED SLA: 2011-03-09 12:: CONDITION/WORKF	UserTend UserTend E TO CASE 25_17830280 GULATORY/AT&T WIRELESS SUBSCRIBER
System. 03/11/2011 12:34:13	CM - Case System Text	CRM	CASE ID: CM201102 TYPE: OOP/NON-REPRIORITY: NORMAL STATUS: CLOSED SLA: 2011-03-09 12:: CONDITION/WORKERESOLVED - NO CR	UserTend UserTend E TO CASE 25_17830280 GULATORY/AT&T WIRELESS SUBSCRIBER 33:15 LOW: CLOSED NOTES: -> CLOSED RESOLUTION:
03/11/2011 12:34:13 CM - Case	CM - Case System Text	CRM	CASE ID: CM201102 TYPE: OOP/NON-REPRIORITY: NORMAL STATUS: CLOSED SLA: 2011-03-09 12:: CONDITION/WORKERESOLVED - NO CR	UserTend UserTend E TO CASE 25_17830280 GULATORY/AT&T WIRELESS SUBSCRIBER 33:15 LOW: CLOSED NOTES: -> CLOSED RESOLUTION: EDIT GIVEN DATE COMPLETE: . THE WORKING USER ID IS

03/11/2011 12:29:15				
OF [LO L. 29. 13	CM - Case	CRM		30145 - CLARIFY CRM
	System Text			UserText
- Case		, c	CASE ID: CM2011022 TYPE: OOP/NON-REC PRIORITY: CRITICAL STATUS: SOLVING SLA: 2011-03-03 16:0	GULATORY/AT&T WIRELESS SUBSCRIBER
3/08/2011 16:52:33	Upg Elg Check Result	SUB	847-768-0000	30232 - MyATT
	System Text			UserText
uipment Upgrade /02/2008. Last Earl	Eligibility Check. Last Upg Da y Upg Date: None. USC: CCC.	4 9	Standard Upgrade: Fi Phone Standard Upg	esult:Eligible. grade: Result:Eligible.
3/08/2011 16:52:3	2 Upg Elg Check Result	SUB	847-768-0400	30232 - MyATT
	System Text			UserText
quipment Upgrade est Early Upg Date:	Eligibility Check. Last Upg Da None. USC: CCC.		Standard Upgrade: F iPhone Standard Up	lesult:Eligible. grade: Result:Eligible.
03/08/2011 16:52:3	1 Upg Elg Check Result	SUB	847-917-2384	30232 - MyATT
	System Text			UserText
03/08/2011 16:51:5	6 Upg Elg Check Result	SUB	847-744-5626	30232 - MyATT
	System Texts			UserText
quipment Upgrade 1/13/2009. Last Ear	Eligibility Check. Last Upg Da by Upg Date: None. USC: CCC		Standard Upgrade: Fi Phone Standard Up	grade: Result:Eligible.
03/07/2011 17:58:5	4 CM - Case	CRM	[:-	30145 - CLARIFY CRM
03/07/2011 17:58:5	4 CM - Case System Text			UserTexit
	The state of the s		::CLARIFY:: CHANG CASE ID: CM201102 TYPE: OOP/NON-RE PRIORITY: NORMAL STATUS: SOLVING SLA: 2011-03-09 12:	UserText E TO CASE 25_17830280 GULATORY/AT&T WIRELESS SUBSCRIBER
	System Text 2 CM - Case		::CLARIFY:: CHANG CASE ID: CM201102 TYPE: OOP/NON-RE PRIORITY: NORMAL STATUS: SOLVING SLA: 2011-03-09 12:: CONDITION/WORKE	UserText E TO CASE 25_17830280 GULATORY/AT&T WIRELESS SUBSCRIBER 33:15 LOW: OPEN . THE WORKING USER ID IS :SB1402
CM - Case	System Text		CLARIFY:: CHANG CASE ID: CM201102 TYPE: OOP/NON-RE PRIORITY: NORMAL STATUS: SOLVING SLA: 2011-03-09 12:: CONDITION/WORKE	UserText E TO CASE 25_17830280 GULATORY/AT&T WIRELESS SUBSCRIBER 33:15 LOW: OPEN . THE WORKING USER ID IS :SB1402 UserText
CM - Case 03/07/2011 17:58:1	System Text 2 CM - Case		CLARIFY:: CHANG CASE ID: CM201102 TYPE: OOP/NON-RE PRIORITY: NORMAL STATUS: SOLVING SLA: 2011-03-09 12:: CONDITION/WORKF ::CLARIFY:: CHANG CASE ID: CM201102 TYPE: OOP/NON-RE PRIORITY: NORMAL STATUS: SOLVING SLA: 2011-03-09 12:	UserText E TO CASE 25_17830280 GULATORY/AT&T WIRELESS SUBSCRIBER 33:15 LOW: OPEN. THE WORKING USER ID IS :SB1402 30145 - CLARIFY CRM:UserText E TO CASE 25_17830280 GULATORY/AT&T WIRELESS SUBSCRIBER
OM - Case	System Text 12 CM - Case System Text		CLARIFY:: CHANG CASE ID: CM201102 TYPE: OOP/NON-RE PRIORITY: NORMAL STATUS: SOLVING SLA: 2011-03-09 12:: CONDITION/WORKF ::CLARIFY:: CHANG CASE ID: CM201102 TYPE: OOP/NON-RE PRIORITY: NORMAL STATUS: SOLVING SLA: 2011-03-09 12:: CONDITION/WORKF	UserText E TO CASE 25_17830280 GULATORY/AT&T WIRELESS SUBSCRIBER 33:15 LOW: OPEN. THE WORKING USER ID IS:SB1402 30145 - CLARIFY CRM. UserText E TO CASE 25_17830280 GULATORY/AT&T WIRELESS SUBSCRIBER 33:15
CM - Case 03/07/2011 17:58:1	System Text 12 CM - Case System Text	СЯМ	CLARIFY:: CHANG CASE ID: CM201102 TYPE: OOP/NON-RE PRIORITY: NORMAL STATUS: SOLVING SLA: 2011-03-09 12:: CONDITION/WORKF ::CLARIFY:: CHANG CASE ID: CM201102 TYPE: OOP/NON-RE PRIORITY: NORMAL STATUS: SOLVING SLA: 2011-03-09 12:: CONDITION/WORKF	UserText E TO CASE 25_17830280 GULATORY/AT&T WIRELESS SUBSCRIBER 33:15 LOW: OPEN . THE WORKING USER ID IS :SB1402

Creation Date	TYPE	Cated	pory Subscriber Created By
03/07/2011 17:57:15	CM - Case	CRM	30145 - CLARIFY CRM
	System Text		UserText
CM - Case			CLARIFY:: CHANGE TO CASE CASE ID: CM20110225_17830280 TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: NORMAL STATUS: SOLVING SLA: 2011-03-09 12:33:15 CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :JC1073
03/03/2011 14:47:00	CPNI Notification	BAN	1902048 - EDD API ID
	System Text]	UserText
CPNI Notification			CPNI NOTIFICATION: CTN:8477445626 BAN:254633342 NOTIFICATION METHODS:SMS ORIGINATING SYSTEM:ATLAS EVENT TYPE:BILLINGADDRESSMODIFIED OLD VALUE: ADDRESS:800 BUSSE HWY PARK RIDGE IL 60068 INSERT DATETIME:2011-03-03 12:32:23.0 NEW VALUE: ADDRESS:6650 N NORTHWEST HWY NORTHWEST CHICAGO II 60631 US INSERT DATETIME:2011-03-03 12:32:23.0 . THE WORKING USER ID IS:EDDSYSID
03/03/2011 11:32:19	Change Billing Addr	BAN	30232 - MyATT
	System Text		UserText
Billing address chang issued by code	ed. The following error messag	jes were	OLD ADDRESS: 800 BUSSE HWY, PARK RIDGE, IL, 60068 NEW ADDRESS: 6650 N NORTHWEST HWY, CHICAGO, IL, 60631
03/03/2011 11:31:19	Upg Elg Check Result	SUB	847-744-5628 30232 - MyATT
i	System Text		UserText
03/03/2011 11:10:56	Upg Date: None. USC: CCC.	CRM	iPhone Standard Upgrade: Result: Eligible.
03/03/2011 11:10:30			UserText
	System Text		and the second of the second o
CM - Case	-		::CLARIFY:: CHANGE TO OOP ESCALATION CASE ID: CM20110228_17937172 TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: CRITICAL STATUS: SOLVING SLA: 2011-03-03 16:00:45 CONDITION/WORKFLOW: OPEN , THE WORKING USER ID IS :SB1402
03/03/2011 11:10:34	CM - Case	CRM	30145 - CLARIFY CRM
1	System Text		UserText
CM - Case			::CLARIFY:: CHANGE TO OOP ESCALATION CASE ID: CM20110228_17937172 TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: CRITICAL STATUS: SOLVING SLA: 2011-03-03 16:00:45 CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :SB1402
03/03/2011 11:10:05	CM - Case	CRM	30145 - CLARIFY CRM
	System Text		UserText
CM - Case			::CLARIFY:: CHANGE TO OOP ESCALATION CASE ID: CM20110228_17937172 TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: CRITICAL STATUS: SOLVING
			SLA: 2011-03-03 16:00:45 CONDITIONWORKFLOW: OPEN . THE WORKING USER ID IS :SB1402

TYPE	Catego	Dry Subscriber Created By
CM - Case	CRM	30145 - CLARIFY CRM.
System Text		UserText
		CLARIFY:: CHANGE TO OOP ESCALATION CASE ID: CM20110228_17937172
		TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER
		PRIORITY: CRITICAL
	100	STATUS: SOLVING SLA: 2011-03-03 16:00:45
	Ċ	CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :JC1073
CM - Case	CRM	30145 - CLARIFY CRM
System Text		UserText
		:CLARIFY:: CHANGE TO OOP ESCALATION
		CASE ID: CM20110228_17937172 TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER
	F	PRIORITY: CRITICAL
		STATUS: SOLVING SLA: 2011-03-03 16:00:45
	17	CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :LP9597
CM - Case	CRM	30145 - CLARIFY CRM
System Text		UserText
		::CLARIFY:: CHANGE TO CASE
		CASE ID: CM20110225_17830280 TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER
	Î	PRIORITY: NORMAL
	t.	STATUS: SOLVING
	2.5	SLA: 2011-03-09 12:33:15 CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :JC1073
		A STATE OF THE PARTY OF THE PAR
Office of the Pres	COLL	25807 - JAMES CAMBI
Office of the Pres System Text	COLL	25807 - JAMES CAMBI UserText
		UserText oop manager call attempted 2nd call to contact VM left message with direct line
System Text		UserText cop manager call attempted 2nd call to contact VM left message with direct line and offer to assist with VM issuesjmcamberis
System Text CM - Case	CRM	UserText oop manager call attempted 2nd call to contact VM left message with direct line and offer to assist with VM issuesjmcamberis 30145 - CLARIFY CRM- UserText ::CLARIFY:: CHANGE TO CASE
System Text CM - Case	CRM	UserText oop manager call attempted 2nd call to contact VM left message with direct lin and offer to assist with VM issuesjmcamberis 30145 - CLARIFY CRM- UserText ::CLARIFY:: CHANGE TO CASE CASE ID: CM20110225_17830280
System Text CM - Case	CRM	UserText oop manager call attempted 2nd call to contact VM left message with direct lin and offer to assist with VM issuesjmcamberis 30145 - CLARIFY CRM- UserText ::CLARIFY:: CHANGE TO CASE
System Text CM - Case	CRM	UserText oop manager call attempted 2nd call to contact VM left message with direct iln and offer to assist with VM issuesjmcamberis 30145 - CLARIFY CRM- UserText :::CLARIFY:: CHANGE TO CASE CASE ID: CM20110225_17830280 TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: NORMAL STATUS: SOLVING
System Text CM - Case	CRM	UserText oop manager call attempted 2nd call to contact VM left message with direct iln and offer to assist with VM issuesjmcamberis 30145 - CLARIFY CRM- UserText ::CLARIFY:: CHANGE TO CASE CASE ID: CM20110225_17830280 TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: NORMAL
System Text CM - Case	CRM	UserText oop manager call attempted 2nd call to contact VM left message with direct line and offer to assist with VM issues mcamberis 30145 - CLARIFY CRM- UserText :::CLARIFY:: CHANGE TO CASE CASE ID: CM20110225_17830280 TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: NORMAL STATUS: SOLVING SLA: 2011-03-09 12:33:15
CM - Case System Text	CRM	UserText oop manager call attempted 2nd call to contact VM left message with direct lin and offer to assist with VM issues mcamberis 30145 - CLARIFY CRM- UserText ::CLARIFY:: CHANGE TO CASE CASE ID: CM20110225_17830280 TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: NORMAL STATUS: SOLVING SLA: 2011-03-09 12:33:15 CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :RA2984
CM - Case System Text CM - Interaction	CRM	UserText oop manager call attempted 2nd call to contact VM left message with direct lin and offer to assist with VM issuesjmcamberis 30145 - CLARIFY CRM- UserText ::CLARIFY:: CHANGE TO CASE CASE ID: CM20110225_17830280 TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: NORMAL STATUS: SOLVING SLA: 2011-03-09 12:33:15 CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :RA2984 30145 - CLARIFY CRM- UserText ::CLARIFY:: INTERACTION
CM - Case System Text CM - Interaction	CRM	UserText oop manager call attempted 2nd call to contact VM left message with direct lin and offer to assist with VM issuesjmcamberis - 30145 - CLARIFY CRM- UserText :::CLARIFY:: CHANGE TO CASE CASE ID: CM20110225_17830280 TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: NORMAL STATUS: SOLVING SLA: 2011-03-09 12:33:15 CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :RA2984 - 30145 - CLARIFY CRM- UserText :::CLARIFY:: INTERACTION ACTION: ONE AND DONE
CM - Case System Text CM - Interaction	CRM	UserText oop manager call attempted 2nd call to contact VM left message with direct lin and offer to assist with VM issues mcamberis - 30145 - CLARIFY CRM- UserText UserText ::CLARIFY:: CHANGE TO CASE CASE ID: CM20110225_17830280 TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: NORMAL STATUS: SOLVING SLA: 2011-03-09 12:33:15 CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :RA2984 - 30145 - CLARIFY CRM- UserText :::CLARIFY:: INTERACTION ACTION: ONE AND DONE NEED: DEVICE/HOW TO/DEVICE SETTINGS RESOLUTION: EDUCATE CUSTOMER - DEVICE
CM - Case System Text CM - Interaction	CRM	UserText oop manager call attempted 2nd call to contact VM left message with direct lin and offer to assist with VM issues mcamberis 30145 - CLARIFY CRM- UserText ::CLARIFY:: CHANGE TO CASE CASE ID: CM20110225_17830280 TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: NORMAL STATUS: SOLVING SLA: 2011-03-09 12:33:15 CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :RA2984 30145 - CLARIFY CRM- UserText ::CLARIFY:: INTERACTION ACTION: ONE AND DONE NEED: DEVICE/HOW TO/DEVICE SETTINGS RESOLUTION: EDUCATE CUSTOMER - DEVICE NOTES: NATE CAMPER-MANAGER OF OFFICE OF PRESISDENT
CM - Case System Text CM - Interaction	CRM	UserText oop manager call attempted 2nd call to contact VM left message with direct lin and offer to assist with VM issues mcamberis - 30145 - CLARIFY CRM- UserText UserText ::CLARIFY:: CHANGE TO CASE CASE ID: CM20110225_17830280 TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: NORMAL STATUS: SOLVING SLA: 2011-03-09 12:33:15 CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :RA2984 - 30145 - CLARIFY CRM- UserText :::CLARIFY:: INTERACTION ACTION: ONE AND DONE NEED: DEVICE/HOW TO/DEVICE SETTINGS RESOLUTION: EDUCATE CUSTOMER - DEVICE
CM - Case System Text CM - Interaction	CRM	UserText oop manager call attempted 2nd call to contact VM left message with direct line and offer to assist with VM issuesjmcamberis - 30145 - CLARIFY CRM- UserText :::CLARIFY:: CHANGE TO CASE CASE ID: CM20110225_17830280 TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: NORMAL STATUS: SOLVING SLA: 2011-03-09 12:33:15 CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :RA2984 - 30145 - CLARIFY CRM- UserText :::CLARIFY:: INTERACTION ACTION: ONE AND DONE NEED: DEVICE/HOW TO/DEVICE SETTINGS RESOLUTION: EDUCATE CUSTOMER - DEVICE NOTES: NATE CAMPER-MANAGER OF OFFICE OF PRESISDENT HAS CALLS FORWARDED TO ANOTHER NUMBER AND ONLY SOME CALLS GET FORWARDED TO ANOTHER NUMBER FOUND OUT REASON WHY CREATED ON: 2011-03-01 16:25:35.0
CM - Case System Text CM - Interaction	CRM	UserText oop manager call attempted 2nd call to contact VM left message with direct lin and offer to assist with VM issues mcamberis - 30145 - CLARIFY CRM- UserText :::CLARIFY:: CHANGE TO CASE CASE ID: CM20110225_17830280 TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: NORMAL STATUS: SOLVING SLA: 2011-03-09 12:33:15 CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :RA2984 - 30145 - CLARIFY CRM- UserText :::CLARIFY:: INTERACTION ACTION: ONE AND DONE NEED: DEVICE/HOW TO/DEVICE SETTINGS RESOLUTION: EDUCATE CUSTOMER - DEVICE NOTES: NATE CAMPER-MANAGER OF OFFICE OF PRESISDENT HAS CALLS FORWARDED TO ANOTHER NUMBER AND ONLY SOME CALLS GET FORWARDED TO ANOTHER NUMBER FOUND OUT REASON WHY CREATED DN: 2011-03-01 16:25:35.0 CREATED DY: SJ208U (JONES, SAMANTHA)
CM - Case System Text CM - Interaction	CRM	UserText oop manager call attempted 2nd call to contact VM left message with direct line and offer to assist with VM issuesjmcamberis - 30145 - CLARIFY CRM- UserText :::CLARIFY:: CHANGE TO CASE CASE ID: CM20110225_17830280 TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: NORMAL STATUS: SOLVING SLA: 2011-03-09 12:33:15 CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :RA2984 - 30145 - CLARIFY CRM- UserText :::CLARIFY:: INTERACTION ACTION: ONE AND DONE NEED: DEVICE/HOW TO/DEVICE SETTINGS RESOLUTION: EDUCATE CUSTOMER - DEVICE NOTES: NATE CAMPER-MANAGER OF OFFICE OF PRESISDENT HAS CALLS FORWARDED TO ANOTHER NUMBER AND ONLY SOME CALLS GET FORWARDED TO ANOTHER NUMBER FOUND OUT REASON WHY CREATED ON: 2011-03-01 16:25:35.0
CM - Case System Text CM - Interaction	CRM	UserText cop manager call attempted 2nd call to contact VM left message with direct line and offer to assist with VM issuesmcamberls - 30145 - CLARIFY CRM- UserText :::CLARIFY:: CHANGE TO CASE CASE ID: CM20110225_17830280 TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: NORMAL STATUS: SOLVING SLA: 2011-03-09 12:33:15 CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :RA2984 - 30145 - CLARIFY CRM- UserText :::CLARIFY:: INTERACTION ACTION: ONE AND DONE NEED: DEVICE/HOW TO/DEVICE SETTINGS RESOLUTION: EDUCATE CUSTOMER - DEVICE NOTES: NATE CAMPER-MANAGER OF OFFICE OF PRESISDENT HAS CALLS FORWARDED TO ANOTHER NUMBER AND ONLY SOME CALLS GET FORWARDED TO ANOTHER NUMBER FOUND OUT REASON WHY CREATED ON: 2011-03-01 16:25:35.0 CREATED BY: SJ208U (JONES, SAMANTHA) CALLER: JIM CHELMOWSKI; OWNER:847 758-0000; VERIFIED WITH ACCOUNT
CM - Case System Text CM - Interaction System Text	CRM	UserText cop manager call attempted 2nd call to contact VM left message with direct line and offer to assist with VM issues mcamberis - 30145 - CLARIFY CRM- UserText ::CLARIFY:: CHANGE TO CASE CASE ID: CM20110225_17830280 TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: NORMAL STATUS: SOLVING SLA: 2011-03-09 12:33:15 CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :RA2984 - 30145 - CLARIFY CRM- UserText ::CLARIFY:: INTERACTION ACTION: ONE AND DONE NEED: DEVICE/HOW TO/DEVICE SETTINGS RESOLUTION: EDUCATE CUSTOMER - DEVICE NOTES: NATE CAMPER-MANAGER OF OFFICE OF PRESISDENT HAS CALLS FORWARDED TO ANOTHER NUMBER AND ONLY SOME CALLS GET FORWARDED TO ANOTHER NUMBER FOUND OUT REASON WHY CREATED BY: 3J208U (JONES, SAMANTHA) CALLER: JIM CHELMOWSKI; OWNER:847 768-0000; VERIFIED WITH ACCOUNT OWNER SSN; . THE WORKING USER ID IS: SJ208U
	CM - Case CM - Case System Text CM - Case CM - Case	CM - Case CRM System Text CM - Case CRM System Text CM - Case CRM System Text

Creation Date	TYPE	Categ	pory Subscriber Created By
03/01/2011 14:11:49	Upg Elg Check Result	SUB	847-768-0000 30145 - CLARIFY CRM
	System Text		UserText
Equipment Upgrade Ell 03/02/2008. Last Early L	gibility Check. Last Upg Date: Jpg Date: None. USC: AAA.		Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.
03/01/2011 13:51:48	CM - Interaction	CRM	- 30145 - CLARIFY CRM
	System Text		UserText:::CLARIFY:: INTERACTION
	♠		ACTION: TRANSFERRED CALL NEED: TECHNICAL TROUBLESHOOTING/CALLING FEATURES TROUBLESHOOTING/CALL FORWARDING TROUBLESHOOTING NOTES: AREA MGR WITH OOP CALLED IN WHILE WORKING ON CASE DUE TO THE CUST HAS FEAT CALLED FAST FOWARD AND SEEMS THAT THE CUST IS STATING THAT HE IS GETTING CALLS ON THE NUMBER HOWEVER WE DO NOT HAVE ANY RECORD OF THE CALLS OR NOT SURE WHAT THE CALLS THAT ARE SHOWING ARE FOR. HE ALSO HAVE VM MSGS AND ACCORDING TO CSP RES 75914 CALLS DO NOT RING TO PHONE AND ALSO DO
		- CUID	847-768-0000 30145 - CLARIFY CRM
03/01/2011 13:34:07		SUB	UserText
Equipment Upgrade 6 03/02/2008. Last Early	System Text: Eligibility Check. Last Upg Date: y Upg Date: None. USC; AAA.		Standard Upgrade: Result:Eligible.)Phone Standard Upgrade: Result:Eligible.
03/01/2011 13:21:26	Upg Elg Check Result	SUB	847-768-0000 30145 - CLARIFY CRM
53/01/2011 (5.21.20	System Text		UearText
Equipment Upgrade I 03/02/2008. Last Early	Eligibility Check. Last Upg Date: y Upg Date: None. USC: AAA.		Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.
03/01/2011 13:19:12	Upg Elg Check Result	sue	A service of the serv
	System Text		UserText
Equipment Upgrade	Eligibility Check. Last Upg Date:		Standard Upgrade: Result:Not eligible. Reason:No Commitment Pricing. Future Elig Date:None.

Creation Date	TYPE		
03/01/2011 09:58:53	Office of the Pres	COLL	847-768-0000 25807 - JAMES CAMBI
	System Text		User Fext
OOP Escalation		6	spoke to Mr. Chelmowski this morning. He started the conversation asking about when I received his information. I advised him that someone from my office contacted him on Friday and he would not let them assist and ended the call. He denied that it happened. He then demanded that his service be fixed and his VM retrieved. I advised him that his number ending in 0000 never had VM and that the VM he was referring to resided on 847 744 5626 and that would not be affected. He then went on screaming and
03/01/2011 09:26:29	Office of the Pres	COLL	847-744-5626 25807 - JAMES CAMBI
	System Text		UserText
OOP Escalation			oop manager call back- recd vm from customer called back @ 847 744 5626
03/01/2011 09:12:19	Office of the Pres	COLL	847-744-5626 25807 - JAMES CAMBI
	System Text		UserText
OOP Escalation			oop manager note sent customer an additional email to contact me via phone camberis
03/01/2011 06:13:11 Payment received. Pay Amount: \$247.06. Meti	Payment Received System Text ment deposit date: 03/01/2 nod: CC. Source: SRVPYM	FINN 011.	30210 - QUICKPAY - Ali User Texts
Payment received. Pay Amount: \$247.06. Meti	System Text ment deposit date: 03/01/2 nod: CC. Source: SRVPYM	011.	UserText
Payment received. Pay	System Text ment deposit date: 03/01/2 nod: CC. Source: SRVPYM Office of the Pres		UserText 25807 - JAMES CAMBI
Payment received. Pay Amount: \$247.06. Meth 02/28/2011 17:21:34	System Text ment deposit date: 03/01/2 nod: CC. Source: SRVPYM	coll	UserText
Payment received. Pay Amount: \$247.06. Meth 02/28/2011 17:21:34	System Text ment deposit date: 03/01/2 nod: CC. Source: SRVPYM Office of the Pres	coll	UserText 25807 - JAMES CAMBI UserText sending customer email- as receive no response-I have attempted to contact you to assist on behalf of Mr. De La Vega
Payment received. Payment: \$247.06. Meti	System Text ment deposit date: 03/01/2 nod: CC. Source: SRVPYM Office of the Pres	coll	UserText UserText UserText Sending customer email- as received no response-I have attempted to contact you to assist on behalf of Mr. De La Vega I would like to discuss your account concerns. Please contact me at the numberlow 847-413-7739
Payment received. Payment: \$247.06. Meti	System Text ment deposit date: 03/01/2 nod: CC. Source: SRVPYM Office of the Pres System Text	coll	UserText UserText UserText Sending customer email- as received no responsed have attempted to contact you to assist on behalf of Mr. De La Vega I would like to discuss your account concerns. Please contact me at the number below 847-413-7739 Very truly yours,
Payment received. Payment: \$247.06. Meti	System Text ment deposit date: 03/01/2 mod: CC. Source: SRVPYM Office of the Pres System Text CM - Case	coll	UserText UserText UserText Sending customer email- as received no response-I have attempted to contact you to assist on behalf of Mr. De La Vega I would like to discuss your account concerns. Please contact me at the number below 847-413-7739 Very truly yours, 30145 - CLARIFY CRM
Payment received. Pay Amount: \$247.06. Meth 02/28/2011 17:21:34 DOP Escalation	System Text ment deposit date: 03/01/2 nod: CC. Source: SRVPYM Office of the Pres System Text	CRM	UserText 25807 - JAMES CAMBI
Payment received. Payment: \$247.06. Method 02/28/2011 17:21:34 OOP Escalation	System Text ment deposit date: 03/01/2 mod: CC. Source: SRVPYM Office of the Pres System Text CM - Case	CRM	UserText UserText Sending customer email- as received no response-I have attempted to contact you to assist on behalf of Mr. De La Vega I would like to discuss your account concerns. Please contact me at the number below 847-413-7739 Very truly yours, UserText CLARIFY:: CHANGE TO GOP ESCALATION CASE ID: CM20110228_17937172 TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: CRITICAL
Payment received. Payment: \$247.06. Method 02/28/2011 17:21:34 OOP Escalation	System Text ment deposit date: 03/01/2 mod: CC. Source: SRVPYM Office of the Pres System Text CM - Case	CRM	UserText UserText UserText Sending customer email- as receivd no response-I have attempted to contact you to assist on behalf of Mr. De La Vega I would like to discuss your account concerns. Please contact me at the number below 847-413-7739 Very truly yours, UserText UserText CLARIFY:: CHANGE TO OOP ESCALATION CASE ID: CM20110228_17937172 TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER
Payment received. Payment: \$247.06. Method 02/28/2011 17:21:34 OOP Escalation	System Text ment deposit date: 03/01/2 nod: CC. Source: SRVPYM Office of the Pres System Text CM - Case System Text	CRM	UserText UserText UserText Sending customer email- as receivd no response-I have attempted to contact you to assist on behalf of Mr. De La Vega I would like to discuss your account concerns. Please contact me at the number below 847-413-7739 Very truly yours, UserText UserText CASE ID: CM20110228, 17937172 TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: CRITICAL STATUS: SOLVING SLA: 2011-03-03 16:00:45 CONDITION/WORKFLOW: OPEN . THE WORKING USER ID IS :LP9597
Payment received. Pay Amount: \$247.06. Meti 02/28/2011 17:21:34 OOP Escalation 02/28/2011 16:07:53	System Text ment deposit date: 03/01/2 nod: CC. Source: SRVPYM Office of the Pres System Text CM - Case System Text	CRM	UserText UserText Sending customer email- as received no response-I have attempted to contact you to assist on behalf of Mr. De La Vega I would like to discuss your account concerns, Please contact me at the numbelow 847-413-7739 Very truly yours, UserText "CLARIFY: CHANGE TO OOP ESCALATION CASE ID: CM20110228_17937172 TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: CRITICAL STATUS: SOLVING SLA: 2011-03-03 16:00:45 CONDITION/WORKFLOW: OPEN. THE WORKING USER ID IS:LP9597 - 30145 - CLARIFY CRM UserText
Payment received. Pay Amount: \$247.06. Meth 02/28/2011 17:21:34 OOP Escalation 02/28/2011 16:07:53	System Text ment deposit date: 03/01/2 nod: CC. Source: SRVPYM Office of the Pres System Text CM - Case System Text	CRM	UserText UserText Sending customer email- as received no response-I have attempted to contact you to assist on behalf of Mr. De La Vega I would like to discuss your account concerns. Please contact me at the numb below 847-413-7739 Very truly yours, UserText UserText CASE ID: CM20110228 17937172 TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: CRITICAL STATUS: SOLVING SLA: 2011-03-03 16:00:45 CONDITION/WORKFLOW: OPEN. THE WORKING USER ID IS: LP9597

Creation Date	TYPE	Categ	gory Subscriber Created By
02/28/2011 15:03:03	Office of the Pres	COLL	25807 - JAMES CAMBI
	System Text		UserText
OOP Escalation			oop manager call back - called customer #847 526 5626 left message with direct line for call back
02/28/2011 15:02:14	CM - Interaction	CRM	30145 - CLARIFY CRM
	System Text		UserText
CM - Interaction			::CLARIFY:: INTERACTION ACTION: ESCALATION; ID: CM20110228_17937172 NEED: ACCOUNT/CANCELLATION/CONTRACTS/CONTRACTS NOTES: CREATED ON: 2011-02-28 16:01:36.0 CREATED BY: FF6407 (FOLGOSO, FERNANDO) CALLER: JIM CHELMOWSKI; OWNER; 847 768-0400; NOT VERIFIED; . THE WORKING USER ID IS: FF6407
02/28/2011 15:01:43	CM - Case	CRM	30145 - CLARIFY CRM
02/20/2011 13:01:40	System Text		UserText
CM - Case			::CLARIFY:: CHANGE TO OOP ESCALATION CASE ID: CM20110228_17937172 TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: CRITICAL STATUS: SOLVING SLA: 2011-03-03 16:00:45 CONDITION/WORKFLOW: OPEN. THE WORKING USER ID IS: FF6407
02/28/2011 15:01:41	CM - Case	CRM	A 30145 - CLARIFY CRM
1022202011 13.01.41	System Text		UserText
CM - Case			CLARIFY:: CHANGE TO OOP ESCALATION CASE ID: CM20110228_17937172 TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: CRITICAL STATUS: SOLVING SLA: 2011-03-03 16:00:45 CONDITION/WORKFLOW: OPEN-DISPATCH . THE WORKING USER ID 19 FF6407
02/28/2011 15:00:51	CM - Case	CRM	M 30145 - CLARIFY CRM
02242011 10:00:01	System Text		UserText
CM - Case			::CLARIFY:: OOP ESCALATION CASE ID: CM20110228_17937172 CREATED ON: 2011-02-28 16:00:45.0 CREATED BY: FF6407 (FOLGOSO, FERNANDO) CALLER: JIM CHELMOWSKI TYPE: OOP/NON-REGULATORY/AT&T WIRELESS SUBSCRIBER PRIORITY: CRITICAL STATUS: SOLVING SLA: 2011-03-03 16:00:45 . THE WORKING USER ID IS :FF6407
02/28/2011 14:59:12	Upg Elg Check Result	SUB	847-768-0400 30145 - CLARIFY CRM
1	System Text		UserText
Equipment Upgrade Last Early Upg Date:	Eligibility Check. Last Upg Date None. USC: AAA.	: None.	Standard Upgrade: Result:Eligible. iPhone Standard Upgrade: Result:Eligible.
02/25/2011 20:13:18	Schedule Payment	SUB	
	System Text		User Texts
Schedule Payment A	ctivity]	SCHEDULED: CREDIT CARD OF \$247.06 TO OCCUR 2011-03-01 USING ACCOUNT ENDING IN 9655. THE WORKING USER ID IS :SP

Creation Date	TYPE	Cuteg	pry Subscriber	Created By
02/25/2011 15:21:40	Office of the Pres	COLL		25772 - RONALD AND
	System Text	7		UserText
DOP Escalation			Advised the customer into the issue. The cumessages be delivered by a synerienced. OO	ail to contact customer regarding a call forwarding issue. I that we received his request for a callback and are looking istomer became abusive, demanding that all lost voice and to him and compensation for all the lost business that he P again tried to advise that this is being looked into, antinued to scream and ended call ron anderson/oop
02/25/2011 15:14:32	Upg Elg Check Result	SUB	847-744-5626	30232 - MyATT
	System Text			UserText
Equipment Upgrade Ei 01/13/2009. Last Early	Igibility Check. Last Upg Date: Upg Date: None. USC: CCC.	7	Standard Upgrade: R iPhone Standard Upg	esult:Eligible. grade: Result:Eligible.
02/25/2011 11:42:50	CM - Case	CRM	1	30145 - CLARIFY CRM
02/25/2011 11:42:50	System Text	=-		UserText
	System Town		::CLARIFY:: CHANGE	TO CASE
CM - Case			CASE ID: CM2011022	25_17830280
				GULATORY/AT&T WIRELESS SUBSCRIBER
			PRIORITY: NORMAL STATUS: SOLVING	
			91 A: 2011-03-09 12:3	3:15
			CONDITIONWORKE	LOW: OPEN . THE WORKING USER ID IS :SB1402
02/25/2011 11:37:27	CM - Interaction	CRM	••	30145 - CLARIFY CRM
	System Text			UserText
CM - Interaction			::CLARIFY:: INTERA	CTION CM20110225_17830280
			NOTES: CREATED ON: 2011- CREATED BY: SB14 CALLER: JIM CHEL!	HANGES & INFORMATION/ACCOUNT INFORMATION CHAN 02-25 12:37:09.0 02 (BAKER, SHERRI) MOWSKI;OWNER;847 744-5626;VERIFIED WITH ACCOUNT WORKING USER ID IS :SB1402
02/25/2011 11:35:25	CM - Case	CRM		30145 - CLARIFY CRM
	System Text			UserTexs
CM - Case			::CLARIFY:: CHANG	E TO CASE
<u> </u>			CASE ID: CM201102	25_17830280 GULATORY/AT&T WIRELESS SUBSCRIBER
			PRIORITY: NORMAL	
			STATUS: SOLVING	22.15
			SLA: 2011-03-09 12: CONDITION/WORKF	LOW: OPEN . THE WORKING USER ID IS :SB1402
20/05/0011 11:22:22	CM - Case	CRN	· -	30145 - CLARIFY CRM
02/25/2011 11:33:22	System Text	1		UserText
	System I GM		::CLARIFY:: CASE	
CM - Case			CASE ID: CM201102	
			CREATED ON: 2011	-02-25 12:33:15.0 IO2 (BAKER, SHERRI)
			CALLER: JIM CHEL	MOWSKI
			TYPE: OOP/NON-RE	GULATORY/AT&T WIRELESS SUBSCRIBER
			PRIORITY: NORMAL STATUS: SOLVING	÷
			SLA: 2011-03-09 12:	33:15 . THE WORKING USER ID IS :SB1402
02/25/2011 11:18:54	Upg Elg Check Result	SUE	847-744-5626	30145 - CLARIFY CRM
V223/2011 11.10.5	System Text	=-7		UserText
	Eligibility Check. Last Upg Date:		Standard Upgrade:	Result: Eligible.
01/13/2009. Last Earl	y Upg Date: None. USC: AAA.		Phone Standard Up	grade: Result:Eligible.

Creation Date	TYPE	Cate	gory	Subscriber	Created By	
02/08/2011 16:28:30	Payment Received	FINN			30210 - QUICKPAY - AF	
	System Text				UserText-	
Payment received. Pay Amount: \$206.55. Meth	PAYMENT TAKEN VIA QUICKCARD BY USER: COLAM, TRANSACTION NUMBER QPCODT753210712, AMOUNT: \$206.55					
02/08/2011 16:24:50	Upg Elg Check Result	SUB		847-744-5626	30232 - MyATT	
	System fext				UserText	
Equipment Upgrade E 01/13/2009. Last Early	ligibility Check. Last Upg Date: Upg Date: None. USC: AAA.		Date	:None.	Result:Not eligible. Reason:Past Due - P. Future Elig grade: Result:Not eligible. Reason:Past Due - P. Future Elig	
01/29/2011 13:58:21	CSM General	CSM	-	F	1902048 - EDD API ID	
01/29/2011 13:56:21	System Text		·		UserText	
			MAI	L. THIS IS AN A	PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED UTOMATED NOTE . THE WORKING USER ID IS :EDDSYSID	
01/29/2011 13:58:10	CSM General	CSM		<u> </u>	1902048 - EDD API ID	
· · · · · · · · · · · · · · · · · · ·	System Text				UserText	
			MAI	RESS ALERT - L. THIS IS AN A	PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED UTOMATED NOTE . THE WORKING USER ID IS :EDDSYSID	
01/29/2011 13:58:21	CSM General	CSM			1902048 - EDD API ID	
	System Text		i		UserText:	
			MAI	DRESS ALERT - L. THIS IS AN A	PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED UTOMATED NOTE . THE WORKING USER ID IS :EDDSYSID	
01/29/2011 13:58:21	CSM General	CSM	:		1902048 - EDD API ID	
- 10.30.21	System Text		· r		UserText	
L			ADD	DRESS ALERT -	PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED UTOMATED NOTE . THE WORKING USER ID IS : EDDSYSID	

01/12/2011 09:17:22 Upg Elg Check Result System Text. Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: AAA.	SUB	847-744-5826 30232 - MyATT UserText: Standard Upgrade: Result:Not eligible. Reason:Inactive Mobile. Future Elig Date:None. iPhone Standard Upgrade: Result:Not eligible. Reason:Inactive Mobile. Future Elig Date:None.
01/09/2011 13:45:47 CSM General System Text	сѕм	
01/09/2011 13:45:48 CSM General	CSM	1902048 - EDD API ID
System Texts		ADDRESS ALERT - PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED MAIL. THIS IS AN AUTOMATED NOTE . THE WORKING USER ID IS :EDDSYSID
01/08/2011 15:32:36 Collection General	COL	L 1905393 - TIER 2 DIAL
System Text		AUTODIALER HANDLED CALL - ANSWERING MACHINE - CALLED:8477445626 DATE TIME CALLED: 1/8/2011 4:30:58 PM . THE WORKING USER ID IS : DIALERSYS
12/23/2010 21:02:23 CSM General	CSM	1902048 - EDD API ID
System Text		ADDRESS ALERT - PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED MAIL. THIS IS AN AUTOMATED NOTE . THE WORKING USER ID IS :EDDSYSID
12/23/2010 21:02:23 CSM General	CSM	1902048 - EDD API ID
System Tool	25.8	ADDRESS ALERT - PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED MAIL. THIS IS AN AUTOMATED NOTE . THE WORKING USER ID IS :EDDSYSID
12/23/2010 21:02:16 CSM General	CSM	1902048 - EDD API ID
System Text		ADDRESS ALERT - PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED MAIL. THIS IS AN AUTOMATED NOTE. THE WORKING USER ID IS :EDDSYSID
12/21/2010 07:43:49 EMAILED DUNNING	BAN	30261 - ORBIT - API
System Texts		DUNNING EMAIL SENT. ACCOUNT ID:254633342 NAME:JIM CHELMOWSKI EMAIL ADDRESS:CHELMOWSKI@COMCAST.NET EMAIL REQUEST DATE:20101221020431 EMAIL TEMPLATE ID:EMA002 PAST AMOUNT DUE:203.47 TOTAL AMOUNT DUE:406.94 BILLING DATE:20101205. THE WORKING USER ID IS:ORBIT
12/18/2010 12:38:18 Collection General System: Text	COL	AUTODIALER IVR CALL - NO ANSWER - CALLED: 8477445826 - DATE TIME CALLED: 12/17/2010 11:39:47 AM - CALL TABLE: IVR . THE WORKING USER ID IS:DIALERSYS

ATT-0035 CONFIDENTIAL

12/19/2010 12:27:12 Callanda - Ca	nosal last		14000000	
12/18/2010 12:37:13 Collection Ge	To provide the control of the contro	L !	1905393 - TIER 2 DIAL	- 121
Systems Text		AUTODIALER IVR CALLED: 12/17/2010 IS :DIALERSYS	ALL - NO ANSWER - CALLED: 847 11:39:47 AM - CALL TABLE: IVR	7445626 - DATE TIME . THE WORKING USER ID
12/18/2010 07:58:39 Collection Ge	neral COLI	L 11	1902048 - EDD API ID	
System Text			User Ford DUNNING SENT TO 847-744-5626 IS :EDDSYSID	
12/17/2010 22:56:48 Collection Ge	oneral COLI	- j[:-	1902048 - EDD API ID	
System Text	No. of the last of	and the second	Userran	
			UNNING SENT TO 847-744-5626	ON 12/17/2010 . THE
11/27/2010 02:04:01 CSM General	CSM		1902048 - EDD API ID	
TO SOME THE			- Usica A	AND THE PARTY OF T
		ADDRESS ALERT - P MAIL. THIS IS AN AU	LEASE UPDATE BILLING ADDRE	SS DUE TO RETURNED USER ID IS :EDDSYSID
11/27/2010 02:04:01 CSM General	CSM		1902048 - EDD API ID	
the state of the s	Contract Contract	第二次的第二次,	STATE OF THE PARTY	E Brown and a state of the stat
		ADDRESS ALERT - P MAIL. THIS IS AN AUT	LEASE UPDATE BILLING ADDRE TOMATED NOTE . THE WORKING	SS DUE TO RETURNED USER ID IS :EDOSYSID
11/27/2010 02:04:01 CSM General	CSM		1902048 - EDD API ID	
《 数据》在中国中国的	東京大学の大学を表現	By the School School School	The ALL IN THE	the Contract
		ADDRESS ALERT - PI MAIL. THIS IS AN AUT	LEASE UPDATE BILLING ADDREST OMATED NOTE . THE WORKING	SS DUE TO RETURNED USER ID IS :EDDSYSID
11/27/2010 02:04:01 CSM General	CSM		1902048 - EDD API ID	
	THE THE PARTY OF THE	ALL THE SECOND SECOND		
	Š	ADDRESS ALERT - PL MAIL. THIS IS AN AUT	EASE UPDATE BILLING ADDRESS OMATED NOTE . THE WORKING	SS DUE TO RETURNED USER ID IS :EDDSYSID
11/24/2010 11:11:50 Collection Ger	neral COLL	-, · · ·	1905393 - TIER 2 DIAL	
System Text	2 2 2 2 2 more control of the Company of 188		User Taxe	
	ก็	TIME CALLED: 11/24/2	ED CALL - NO ANSWER - CALLED 1010 12:05:35 PM . THE WORKING	1:8477445626 - DATE 1:USER ID IS :DIALERSYS
11/22/2010 09:11:32 Payment Rece			30210 - QUICKPAY - A	
syment received. Payment deposit de mount: \$198.47. Method: CC. Source	ate: 11/22/2010, P	PAYMENT TAKEN VIA	QUICKCARD BY USER: COLAM,	TRANSACTION NUMBER:

Creation Date	TYPE	Cate	ory: Subscriber: Created By	
11/22/2010 09:09:45 Upg Elg	Check Result	SUB	847-744-5626 30232 - MyATT	
System	Text	1	UserText	na e na
quipment Upgrade Eligibility C 1/13/2009. Last Early Upg Date	heck. Last Upg Date: None. USC: CCC.	1	standard Upgrade: Result:Not eligible. Reason: Date:None. Phone Standard Upgrade: Result:Not eligible.	
	2 211111112	DAN	Date:None.	
11/22/2010 05:31:34 EMAILE	AND THE RESERVE OF THE PARTY OF	BAN	30261 - ORBIT - API	salah agan tengah tengah kecamatan kecamatan dan bermanan bermanan dan bermanan dan bermanan dan bermanan dan b
System EMAIL DUNNING LETTER SENT			UserText DUNNING EMAIL SENT. ACCOUNT ID:2546333 EMAIL ADDRESS:CHELMOWSKI@COMCAST.N DATE:20101122015549 EMAIL TEMPLATE ID:EN DUE:198.47 TOTAL AMOUNT DUE:401.94 BILLIN NORKING USER ID IS:ORBIT	12 NAME:JIM CHELMOWSKI ET EMAIL REQUEST MA002 PAST AMOUNT
11/19/2010 15:34:37 Collection	on General	COLI	1905393 - TIER 2 DIAL	
System		7	UserText	the same of the sa
a make a straight dear the materials of the	The production of the second	A. S	AUTODIALER IVR CALL - NO ANSWER - CALLE CALLED: 11/19/2010 12:59:59 PM - CALL TABLE S:DIALERSYS	D:8477445626 - DATE TIME
11/19/2010 15:33:53 Collection	on General	COLI	1905393 - TIER 2 DIAL	
System	PT dods		UserText	Andrew Commence of the second
			AUTODIALER IVR CALL - NO ANSWER - CALLE CALLED: 11/19/2010 12:59:59 PM - CALL TABLE S:DIALERSYS	
11/18/2010 11:29:46 Collecti	on General	COLI	1905393 - TIER 2 DIAL	
System	Text			and the second section of the section o
			AUTODIALER IVR CALL - NO ANSWER - CALLE CALLED: 11/18/2010 11:09:06 AM - CALL TABLE S:DIALERSYS	
11/18/2010 11:29:34 Collecti	on General	COLI	1905393 - TIER 2 DIAL	
System	e Texte	See de	Verter	Es de la viene
			AUTODIALER IVR CALL - NO ANSWER - CALLE CALLED: 11/18/2010 11:09:06 AM - CALL TABLE S:DIALERSYS	
11/17/2010 11:59:11 Collecti		COLI	1902048 - EDD API ID	
System	p Ted	1271	UserTool	and the state of t
			COLLECTION SMS DUNNING SENT TO 847-744 NORKING USER ID IS :EDDSYSID	5626 ON 11/16/2010 . THE
10/02/2010 13:19:38 Schedu	le Payment	SUB	30210 - QUICKPAY - A	
System	n Tead?	1	UserText .	remining of the contrast of the second of th
Schedule Payment Activity	2 th file		PAYMENT TAKEN VIA QUICKCARD BY USER: 9 D SPCODT7 00100099 AMOUNT \$203.73 . THE	
	le Payment	SUB	30210 - QUICKPAY - A	The second secon
Schedule Payment Activity	n Text	1	UserText PAYMENT TAKEN VIA QUICKCARD BY USER:	CUEDIN ERAY TRANSACTION

Creation Date: TYPE	Cate	tegory Subscriber Created By:
10/01/2010 13:53:57 Payment Received F	FINN	N 1 30210 - QUICKPAY - A
System Texts	.]	UserText
Payment received. Payment deposit date: 10/01/2010. Amount: \$203.73. Method: CC. Source: SRVPYM		PAYMENT TAKEN VIA QUICKCARD BY USER: COLAM, TRANSACTION NUMBER SPCODT700100099, AMOUNT: \$203.73
09/23/2010 22:08:32 CSM General	CSM	1902048 - EDD API ID
Systems Texts		ADDRESS ALERT - PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED MAIL. THIS IS AN AUTOMATED NOTE . THE WORKING USER ID IS :EDDSYSID
09/23/2010 22:08:32 CSM General C	CSM	1902048 - EDD APLID
System Text	-3	User and San
- / 3. Friends - O John Company the Mary The Mary The State Contract - 400 State Section Level 120	in. I	ADDRESS ALERT - PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED MAIL. THIS IS AN AUTOMATED NOTE. THE WORKING USER ID IS :EDDSYSID
09/23/2010 22:08:31 CSM General C	SM	1902048 - EDD API ID
PARTY AND ASSESSMENT OF THE STREET		的是一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个
		ADDRESS ALERT - PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED MAIL. THIS IS AN AUTOMATED NOTE . THE WORKING USER ID IS :EDDSYSID
09/23/2010 22:08:31 CSM General	SM	j1902048 - EDD API ID
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		ADDRESS ALERT - PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED MAIL. THIS IS AN AUTOMATED NOTE . THE WORKING USER ID IS :EDDSYSID
09/23/2010 16:21:54 CSM General C	SM	- 1902048 - EDD API ID
AND RECEIVED AND THE PROPERTY OF THE PERSON	ė	
		ADDRESS ALERT - PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED MAIL. THIS IS AN AUTOMATED NOTE . THE WORKING USER ID IS :EDDSYSID
to see the contract of the con	SM	1902048 - EDD API ID
MANAGEMENT AND SECTION OF THE SECTIO	1	Benefit of the second of the s
	,	ADDRESS ALERT - PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED MAIL. THIS IS AN AUTOMATED NOTE . THE WORKING USER ID IS : EDDSYSID
09/23/2010 16:21:54 CSM General	SM	1902048 - EDD API ID
System Texts		ADDRESS ALERT - PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED MAIL. THIS IS AN AUTOMATED NOTE . THE WORKING USER ID IS :EDDSYSID
09/23/2010 16:21:54 "CSM General" CS	SM .	1902048 - EDD API ID
System Tend	7	User fort
	A	ADDRESS ALERT - PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED MAIL. THIS IS AN AUTOMATED NOTE. THE WORKING USER ID IS :EDDSYSID

Creation Date	TYPE	Cate	gory Subscriber	Created By	1
09/23/2010 13:42:38	Collection General System Text	COLL 1	AUTODIALER HANDI	리는 하다 사람이 보고 있다. 그 없는 그 사람이 되는 것 같다.	The area of the second
09/22/2010 11:58:14	Collection General System Text:	COLI	AUTODIALER HANDI		
Equipment Upgrade E	Upg Elg Check Result System Text: ligibility Check, Last Upg Date: Upg Date: None, USC: CCC.	SUB	Standard Upgrade: F	30232 - MyATT User re Result: Eligible. Upgrade: Result: Eligib	
Equipment Upgrade E	Upg Elg Check Result System Text ligibility Check. Last Upg Date: Upg Date: None, USC: CCC.	SUB	Standard Upgrade: F	30232 - MyATT Userfe Result: Eligible. Upgrade: Result: Eligib	
09/13/2010 13:02:57 Schedule Payment Ac		SUB	SCHEDULED: CRED	30210 - QUICKPAY - U TO IT CARD OF \$203.73 TO IN 1747 THE WORKIN	OCCUR 2010-10-01 USING
Payment received. Pay	Payment Received System Tools yment deposit date: 09/13/2010. hod: CC. Source: SRVPYM	FINN			
Equipment Upgrade E	Upg Elg Check Result System Toot ligibility Check. Last Upg Date: Upg Date: None. USC: CCC.	SUB	Date: None.	The state of the s	son:Past Due - P. Future Elig igible. Reason:Past Due - P. Future
Equipment Upgrade E	Upg Elg Check Result System Text Eligibility Check. Last Upg Date: Upg Date: None. USC: CCC.	SUB	Date: None.		son:Past Due - P. Future Elig Igible. Reason:Past Due - P. Future
09/10/2010 11:23:35	MAILED LETTER System Texts	DIAL			LETTER NAME: PRE SUSPEND E WORKING USER ID IS :ORBIT

Creation Date: TYPE: C	ategory Subscriber Created By
09/10/2010 10:28:28 Collection General CC	The second secon
System Texts	AUTODIALER IVR CALL - NO ANSWER - CALLED: 8477445628 - DATE TIME CALLED: 9/10/2010 10:24:25 AM - CALL TABLE: IVR . THE WORKING USER ID IS: DIALERSYS
09/10/2010 10:28:05 Collection General	DLL - 1905393 - TIER 2 DIAL
System Texts 1	AUTODIALER IVR CALL - NO ANSWER - CALLED: 8477445626 - DATE TIME CALLED: 9/10/2010 10:24:25 AM - CALL TABLE: IVR . THE WORKING USER ID IS: DIALERSYS
09/09/2010 22:11:13 Collection General CC	DLL 1902048 - EDD API ID
System Texas	Use Test
	COLLECTION SMS DUNNING SENT TO 847-744-5628 ON 09/08/2010 . THE WORKING USER ID IS :EDDSYSID
08/20/2010 14:30:33 Payment Received FIN	
Payment received. Payment deposit date: 08/20/2010. Amount: \$117.94. Method: CC. Source: SRVPYM	PAYMENT TAKEN VIA QUICKCARD BY USER: COLAM, TRANSACTION NUMBER QPCOAT540078248, AMOUNT: \$117.94
08/19/2010 11:40:07 Collection General CO	LL 1905393 - TIER 2 DIAL
	AUTODIALER IVR CALL - NO ANSWER - CALLED: 8477445626 - DATE TIME CALLED: 8/19/2010 10:31:07 AM - CALL TABLE: IVR . THE WORKING USER ID IS DIALERSYS
08/19/2010 11:39:09 Collection General	1005202 7752 2 7141
	AUTODIALER IVR CALL - NO ANSWER - CALLED: 8477445626 - DATE TIME CALLED: 8/19/2010 10:31:07 AM - CALL TABLE: IVR . THE WORKING USER ID IS :DIALERSYS
08/18/2010 10:10:57 Collection General CO	LL 1905393 - TIER 2 DIAL
CALL AND	THE RESIDENCE OF THE PARTY OF T
	AUTODIALER IVR CALL - POSITIVE VOICE - CALLED: 8477445626 - DATE TIME CALLED: 8/18/2010 10:34:20 AM - CALL TABLE: IVR . THE WORKING USER ID IS DIALERSYS
08/18/2010 10:08:17 Collection General COl	L 1 - 1905393 - TIER 2 DIAL
System Teatr	AUTODIALER IVR CALL - POSITIVE VOICE - CALLED: 8477445626 - DATE TIME CALLED: 8/18/2010 10:34:20 AM - CALL TABLE: IVR . THE WORKING USER ID IS DIALERSYS
08/18/2010 07:17:52 Collection General COL	L 1902048 - EDD API ID :
System Texts	UserTex
	COLLECTION SMS DUNNING SENT TO 847-744-5626 ON 08/16/2010 . THE WORKING USER ID IS :EDDSYSID

08/17/2010 09:55:54 Col	lection General	COL	L ··	1905393 - TIER 2 DIA	AL.
Sy	stem Text	1		UserTo	ext:
			AUTODIALER IVE C	ALL - NO ANSWER - CA	ALLED:8477445626 - DATE TIME
				9:43:14 AM - CALL TAB	ILE: IVR . THE WORKING USER ID
			:DIALERSYS		the transmission
				1	
	lection General	COL	L ii	1905393 - TIER 2 DIA	
	stem Text		, e sekuri i sun is pr	Usert	extension of the second
			CALLED: 8/17/2010		ALLED:8477445626 - DATE TIME ILE: IVR . THE WORKING USER ID
07/29/2010 15:46:42 CSF	M General	CSM]	1902048 - EDD API II	0
	stem Text		مراجع والمناطق	UserTe	Market State of the State of th
			ADDRESS ALERT - MAIL. THIS IS AN A	PLEASE UPDATE BILLI UTOMATED NOTE . THE	NG ADDRESS DUE TO RETURNED E WORKING USER ID IS EDDSYSIO
07/29/2010 15:46:41 CSR	A General	CSM		1902048 - EDD API II	
Sy	stem Texts		a serie dans anni dan I	Yaw (The same of the sa
			ADDRESS ALERT - MAIL. THIS IS AN AI	PLEASE UPDATE BILLI UTOMATED NOTE . THE	NG ADDRESS DUE TO RETURNED WORKING USER ID IS :EDDSYSID
07/29/2010 15:46:41 CSR	A General	CSM	11	1902048 - EDD API II	
Šv.	stem Text	7 7 17 17 17 1	and the state of the state of	UserTo	
			ADDRESS ALERT - I MAIL. THIS IS AN AL	PLEASE UPDATE BILLI JTOMATED NOTE . THE	NG ADDRESS DUE TO RETURNED WORKING USER ID IS :EDDSYSID
07/28/2010 14:50:50 CSA	A General	CSM		1902048 - EDO API ID	
Sy	stem Text	E17776	The state of the s	User to	
			ADDRESS ALERT - I	PLEASE UPDATE BILLI STOMATED NOTE . THE	NG ADDRESS DUE TO RETURNED WORKING USER ID IS :EDDSYSID
07/05/2010 06:27:11 Upg	Elg Check Result	SUB	847-744-5626	30232 - MyATT	ı
A R. R. W. T	stem Toxa	1237		Ueere	
quipment Upgrade Eligibil		7	Standard Upgrade: F		Militarata telephonica in a satisfact consecutive
1/13/2009. Last Early Upg (Upgrade: Result:Eligib	le.
07/02/2010 12:05:56 Call	List Management	CSM	847-768-0000	30232 - MyATT	1
	stem Taxt	3			Cook Cook
IZAN Call List Managemen	11 77.45		CALL LIST ENTRIES		BY SUBSCRIBER- 847-744-5626
	tu w		EFFECTIVE AT TIME IS:8477445626	- SAT JUL 03 13:05:19 E	EDT 2010 . THE WORKING USER ID
07/02/2010 12:05:56 Call	List Management	CSM	847-768-0400	30232 - MyATT	İ
Sy	stern Texts	1		UserTex	
I2AN Call List Management	t	i	CALL LIST ENTRIES	ADDED- 267-759-3425 6	BY SUBSCRIBER- 847-744-5626 DT 2010 . THE WORKING USER ID

Creation Date:	TYPES	Cate	poryel Subscriber	Created By	
07/02/2010 12:05:55	Call List Management	CSM	847-917-2384	30232 - MyATT	
M2AN Call List Manage	System Taxting and an armont		CALL LIST ENTRIES	ADDED- 267-759-3425 BY SUBSCRIBER- SAT JUL 03 13:05:19 EDT 2010 . THE W	
07/02/2010 12:05:55	Call List Management	CSM	847-744-5626	30232 - MyATT	*//
M2AN Call List Manage	System Texts and a survey of the survey of t		CALL LIST ENTRIES EFFECTIVE AT TIME IS:8477445626	USerfexts ADDED- 267-759-3425 BY SUBSCRIBER SAT JUL 03 13:05:19 EDT 2010 . THE W	847-744-5626 ORKING USER ID
06/23/2010 18:50:01	CSM General	CSM		1902048 - EDD API ID	
	System Teda			Usar och The Control	Para Tarana
· addition of the second			ADDRESS ALERT - F MAIL. THIS IS AN AU	LEASE UPDATE BILLING ADDRESS DUE TOMATED NOTE . THE WORKING USER	TO RETURNED ID IS :EDDSYSID
06/23/2010 16:50:01	CSM General	CSM	· 'II'	1902048 - EDD API ID	
	Syllam Tess.			SECTION OF THE SECTIO	
06/23/2010 16:50:01	CSM General	CSM }≪‰ Čt	ADDRESS ALERT -	1902048 - EDD API ID PLEASE UPDATE BILLING ADDRESS DUE TOMATED NOTE . THE WORKING USER	TO RETURNED
06/23/2010 16:50:01	CSM General	CSM	[1902048 - EDD API ID	
《一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个	*STIC TWO	KE 44K	ADDRESS ALERT - F	PLEASE UPDATE BILLING ADDRESS DUE TOMATED NOTE . THE WORKING USER	TO RETURNED ID IS :EDDSYSID
06/17/2010 18:15:43	Add SUB SOC	SUB	847-917-2384	30004846 - NAYREE J	
Subscriber level SOC 06/17/2010.	created. SOC: MSG3. Effect	ive:			
06/17/2010 18:09:42	Expire SUB SOC	SUB	847-768-0000	30004846 - NAYREE JA	e man Districtura de la Constantina de
Subscriber level SOC date: 20100617.	System Textor expired. SOC: MUOPS. Exp	iration		UserText	(Lake a limited
06/17/2010 18:09:41	Expire SUB SOC	SUB		30004846 - NAYREE JI	
	System Texts. expired. SOC: MUOPS. Exp		T. J. M.	UserTexto?	erroren erroren ila degli di Le la carte de de dinasci e

Creation Date	TYPE	Cate	egory Subscriber Created By
06/17/2010 18:00:28 Subscriber level SOC 06/17/2010.	Expire SUB SOC System Fext: expired. SOC: MSG3. Expiration	SUB on date:	847-917-2384 30004846 - NAYREE J4 UserText
06/17/2010 17:55:21 Subscriber level SOC date: 20100617.	Expire SUB SOC System Texts expired. SOC: TMI103. Expira	SUB	847-768-0000 30004846 - NAYREE JA
06/17/2010 17:55:20 Subscriber level SOC date: 20100617.	Expire SUB SOC System Text expired. SOC: TMI103. Expira	SUB	847-768-0400 30004846 - NAYREE J4
06/15/2010 14:17:29 CM - Interaction	CM - Interaction System Text	CRM	::CLARIFY:: CPNIPREFERENCE CONSENTTYPE :: DOC CONSENT PREVIOUSCPNI :: UNKNOWN/UNDECIDED PREFERENCE NEWCPNI :: YES, CONSENT GRANTED FOR THIS INTERACTION ONLY. UPDATESTAMP :: TUE JUN 15 14:08:01 CDT 2010 REPCUID :: TT8436
	CM Internation	CRM	. THE WORKING USER ID IS :CLARIFY 30145 - CLARIFY CRM
06/15/2010 14:17:26	System Text	CKM	We Constitute of the constitut
CM - Interaction			::CLARIFY:: INTERACTION ACTION: ONE AND DONE NEED: PLAN/FEATURE/FEATURE RESOLUTION: EDUCATED - FEATURES AND SELF SERVICE OPTION NOTES: CCI TO ADD FTMSG UNL, UNABLE TO ADD DUE TO CONFLICTING SOCS WITH CTN 5626, EDUC CAN CHNG TO FTMSG UNL BUT WILL HAVE TO CHOOSE NEW DATA PLAN AND NO LONGER UNLIMITED, CUST STATED MUST CONSULT WITH OTHER PARTY AND WILL C/B ACTION: ONE AND DONE NEED: CPNI/CPNI PREFERENCE CHANGE/DURATION OF CALL/VISIT RESOLUTION: YES, CONSENT GRANTED FOR THIS INTERA
06/15/2010 14:18:56	DOC/DOV Approve System Text	BAN	000-000-0000 30145 - CLARIFY CRM
3,000	nis interaction only.		

06/15/2010 14:11:07 Expire SUB SOC	SUB	847-917-2384 9099615 - TRAVIS THA
Subscriber level SOC expired. SOC: MSG3. Expiration 16/15/2010.		UserText
06/15/2010 14:10:09 Upg Elg Check Result	SUB	847-744-5626 30145 - CLARIFY CRM
System Text		Card San Charles
Equipment Upgrade Eligibility Check. Last Upg Date: 1/13/2009. Last Early Upg Date: None. USC: CFY.		Standard Upgrade: Result:Eligible, iPhone 3G Standard Upgrade: Result:Eligible,
06/15/2010 14:06:33 Upg Eig Check Result	SUB	847-744-5626 30158 - IVR - API ID
System Teach	1223	CALLED AND AND STREET OF THE PARTY OF THE PARTY OF
Equipment Upgrade Eligibility Check. Last Upg Date: 01/13/2009. Last Early Upg Date: None. USC: CIV.		Standard Upgrade: Result:Not eligible. Reason:No Commitment Pricing. Future Elig Date:None.
08/03/2010 14:49:56 CSM General	CSM	1902048 - EDD API ID
System Table		The Principle of the Pr
		ADDRESS ALERT - PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED MAIL. THIS IS AN AUTOMATED NOTE . THE WORKING USER ID IS :EDDSYSID
06/03/2010 14:49:55 CSM General	CSM	1902048 - EDD API ID
AND ADDRESS OF SUPPLIES OF SUPPLIES	常数:188	WALL TO THE PROPERTY OF THE PARTY OF THE PAR
		ADDRESS ALERT - PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED MAIL. THIS IS AN AUTOMATED NOTE . THE WORKING USER ID IS :EDDSYSID
06/03/2010 14:49:55 CSM General	CSM	1902048 - EDD API ID
	() · §:	是我们的一个人,这个人,这个人,这个人,我们就是这个人,我们就是一个人,我们就是一个人,这个人,我们就是一个人,这个人,我们就是一个人,我们就是一个人,我们就是
		ADDRESS ALERT - PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED MAIL. THIS IS AN AUTOMATED NOTE . THE WORKING USER ID IS :EDDSYSID
06/03/2010 14:49:55 CSM General	CSM	1 1902048 - EDD API ID
Systems Fore	NEC P	
		ADDRESS ALERT - PLEASE UPDATE BILLING ADDRESS DUE TO RETURNED MAIL. THIS IS AN AUTOMATED NOTE . THE WORKING USER ID IS :EDDSYSID
05/28/2010 09:13:39 Adjust BAN	FINN	30004846 - NAYREE J
BAN adjusted. Amount: \$500.00. Reason: Courtesy C	redit	Customer accepted \$500 courtesy credit offered by DOSO T. Rudloff and VPGM D. Fine. Customer will be porting out. N. Jacob FSAM 8477652895
05/25/2010 10:29:22 Escalated Call	CSM	847-744-5626 30004846 - NAYREE J
System Textit		And the second User Code as a second as a second
The Section Section Section Section (Section Section Section Section Section Section Section Section Section Sec		Customer escalation to IL/WI Director of Sales Operations and VPGM (T. Rudloff & D. Fine) Customer was sent T7C's and CSS, offered a \$500 courtesy credit due to dispute check and time spent trying to resolve - Not Accepted. Offered customer to Port Out also not accepted. N. Jacob FSAM 8477652895

Creation Date	I TYPE	Catego	gory Subscriber Created By
05/25/2010 10:26:53	Escalated Call System Text	csm c	847-744-5626 30004846 - NAYREE JA UserText Customer escalation to IL/WI Director of Sales Operations and VPGM. T&C
05/24/2010 18:14:50 M2AN Call List Manage	Call List Management System Text	CSM	847-768-0000 30232 - MyATT UserText: CALL LIST ENTRIES ADDED- 773-744-8444,847-857-7302,847-894-5128. CALL
Ben (College or Select College or College or Selection (Selection))		8	LIST ENTRIES DELETED 773-744-8444,847-657-7502 BY SUBSCRIBER- 847-744-5626 EFFECTIVE AT TIME-TUE MAY 25 19:14:17 EDT 2010 . THE WORKING USER ID IS :8477445626
05/24/2010 18:14:50	Call List Management System Texts	CSM	847-768-0400 30232 - MyATT UserText
M2AN Call List Manage		L	CALL LIST ENTRIES ADDED- 773-744-8444,847-657-7302,847-894-5128. CALL LIST ENTRIES DELETED 773-744-8444,847-657-7502 BY SUBSCRIBER-847-744-5626 EFFECTIVE AT TIME-TUE MAY 25 19:14:17 EDT 2010 . THE WORKING USER ID IS :8477445626
05/24/2010 18:14:49	Call List Management	CSM	847-917-2384 30232 - MyATT
water transfer to the few	System Text	18.3.0	UserText
M2AN Call List Manag		L 8	CALL LIST ENTRIES ADDED- 773-744-8444,847-657-7302,847-894-5128. CALL LIST ENTRIES DELETED 773-744-8444,847-657-7502 BY SUBSCRIBER-847-744-5626 EFFECTIVE AT TIME-TUE MAY 25 19:14:17 EDT 2010 . THE WORKING USER ID IS :8477445626
05/24/2010 18:14:48	Call List Management	CSM	847-744-5626 30232 - MyATT
1	System Text		User cos
M2AN Call List Manag	ement	L 8	CALL LIST ENTRIES ADDED- 773-744-8444,847-657-7302,847-894-5128. CALL LIST ENTRIES DELETED 773-744-8444,847-657-7502 BY SUBSCRIBER-847-744-5626 EFFECTIVE AT TIME-TUE MAY 25 19:14:17 EDT 2010 . THE WORKING USER ID IS :8477445626
05/21/2010 09:00:08	COROverrideNote	GEN	30229 - OPUS - API ID
and the second state of the second state of the second sec	System Text		Usarrea
		60	ACCOUNT ACCESSED THROUGH UNVALIDATED OVERRIDE -ACCOUNT RESEARCH . THE WORKING USER ID IS :NA1611
05/20/2010 16:48:55	COROverrideNote	GEN	30229 - OPUS - API ID
Section and the section of the secti	System Texts		ACCOUNT ACCESSED THROUGH UNVALIDATED OVERRIDE -ACCOUNT RESEARCH . THE WORKING USER ID IS :NA1611
05/20/2010 05:43:42		FINN	847-744-5626 30143 - REVERSE LOQ
	System Text	. 1	THE KLUBERS OF COMMERCE OF THE SECOND
Return replacement o	rder has been shipped	757	RETURN REPLACEMENT ORDER HAS BEEN SHIPPED THE WORKING USER ID IS :RLUSER

05/19/2010 13:37:32	CM - Interaction	CRM		30145 - CLARIFY CRM
M - Interaction	System Taxts.		RESOLUTION: DIRE NOTES: CUST CI AN PHONE-CALLED PA HE NEEDED TO DO CUST THAT WE NEE BUTTONS ON KEYP CREATED ON: 2010-	OONE IPMENT INQUIRY OR PROBLEM/EQUIPMENT INQUIRY CTED TO MANUFACTURER D HE CANNOT ACCESS THE KEYPAD FROM LM FOR INSTRUCTIONS AND THEY TOLD THE CUST THA A RTM RESET, WE NEED TO DO IT ON OUR END-ADVUS ED TO DO A MASTER RESET BUT CUST CANNOT PUSH A AD 05-19 14:37:02.0 6R (SOWERS, NICOLE)
	Upg Elg Check Result	SUB	847-744-5626	30145 - CLARIFY CRM
100000000000000000000000000000000000000	Systems Texts	250 TY		UserToo
Egulpment Upgrade El	ligibility Check. Last Upg Date: Upg Date: None. USC: AAA.]	Standard Upgrade: Fi Phone 3G Standard	Result:Eligible. Upgrade: Result:Eligible.
05/19/2010 13:25:52	Upg Elg Check Result	SUB	847-744-5626	30158 - IVR - API ID
	System Text of State Sign	75 752		
CONTRACTOR OF THE PARTY OF THE			1-11-1	
Equipment Upgrade E 01/13/2009. Last Early	ligibility Check. Last Upg Date: Upg Date: None. USC: CIV.		Standard Upgrade: F Elig Date:None.	Result:Not eligible. Reason:No Commitment Pricing. Futu
Equipment Upgrade E 01/13/2009. Last Early 05/19/2010 13:04:51	ligibility Check, Last Upg Date: Upg Date: None, USC: CIV.	CRM		Result: Not eligible. Reason: No Commitment Pricing. Futu
01/13/2009. Last Early 05/19/2010 13:04:51	Upg Date: None. USC: CIV.	CRM	Elig Date:None.	
01/13/2009. Last Early 05/19/2010 13:04:51	Upg Date: None. USC: CIV.	CRM	::CLARIFY:: INTERA ACTION: ONE AND D NEED: DEVICE/EQUI RESOLUTION: EDUC NOTES: JIM CHELMI LAUNGUAGE OPPTI CREATED ON: 2010- CREATED BY: RB13: CALLER: JIM CHELMI	30145 - CLARIFY CRM CITION CONE IPMENT INQUIRY OR PROBLEM/EQUIPMENT PROBLEM CATED - PROPER USAGE OWSKI WANTED TO KNOW HOW TO CHANGE HIS ONS FROM SPANISH TO ENGLISHRB139U
05/19/2010 13:04:51 CM - Interaction	Upg Date: None. USC: CIV.	CRM	::CLARIFY:: INTERA ACTION: ONE AND D NEED: DEVICE/EQUI RESOLUTION: EDUC NOTES: JIM CHELMI LAUNGUAGE OPPTI CREATED ON: 2010- CREATED BY: RB13: CALLER: JIM CHELMI	30145 - CLARIFY CRM CTION CONE IPMENT INQUIRY OR PROBLEM/EQUIPMENT PROBLEM CATED - PROPER USAGE OWSKI WANTED TO KNOW HOW TO CHANGE HIS ONS FROM SPANISH TO ENGLISHRB139U 05-19 14:04:22.0 90 (BLEAHU, ROMULUS) MOWSKI;OWNER;847 744-5626;VERIFIED WITH ACCOUN
05/19/2010 13:04:51 CM - Interaction 05/19/2010 12:30:27	Upg Date: None. USC: CIV. CM - Interaction System: Tale		::CLARIFY:: INTERA ACTION: ONE AND D NEED: DEVICE/EQUI RESOLUTION: EDUC NOTES: JIM CHELM LAUNGUAGE OPPTI CREATED ON: 2010- CREATED BY: RB13 CALLER: JIM CHELM OWNER SSN; . THE	30145 - CLARIFY CRM CTION CONE IPMENT INQUIRY OR PROBLEM/EQUIPMENT PROBLEM CATED - PROPER USAGE COWSKI WANTED TO KNOW HOW TO CHANGE HIS CONS FROM SPANISH TO ENGLISHRB139U 05-19 14:04:22.0 90 (BLEAHU, ROMULUS) MOWSKI;OWNER;847 744-5626;VERIFIED WITH ACCOUN WORKING USER ID IS :RB139U
05/19/2010 13:04:51 CM - Interaction 05/19/2010 12:30:27	Upg Date: None. USC: CIV. CM - Interaction System: Tale	SUB	::CLARIFY:: INTERA ACTION: ONE AND D NEED: DEVICE/EQUI RESOLUTION: EDUC NOTES: JIM CHELMI LAUNGUAGE OPPTI CREATED ON: 2010- CREATED BY: RB13 CALLER: JIM CHELMI OWNER SSN; THE 847-744-5626	CITION CONE IPMENT INQUIRY OR PROBLEM/EQUIPMENT PROBLEM CATED - PROPER USAGE OWSKI WANTED TO KNOW HOW TO CHANGE HIS ONS FROM SPANISH TO ENGLISHRB139U 05-19 14:04:22.0 9U (BLEAHU, ROMULUS) MOWSKI; OWNER; 847 744-5626; VERIFIED WITH ACCOUN WORKING USER ID IS : RB139U 30145 - CLARIFY CRM
05/19/2010 13:04:51 CM - Interaction 05/19/2010 12:30:27 Equipment Upgrade E 01/13/2009. Last Early	Upg Elg Check Result Upg Elg Check Last Upg Date: Upg Date: None. USC: AAA. Upg Elg Check Result	SUB	::CLARIFY:: INTERA ACTION: ONE AND D NEED: DEVICE/EQUI RESOLUTION: EDUC NOTES: JIM CHELMI LAUNGUAGE OPPTI CREATED ON: 2010- CREATED BY: RB13 CALLER: JIM CHELMI OWNER SSN; THE 847-744-5626	CTION CONE IPMENT INQUIRY OR PROBLEM/EQUIPMENT PROBLEM CATED - PROPER USAGE OWSKI WANTED TO KNOW HOW TO CHANGE HIS ONS FROM SPANISH TO ENGLISHRB139U 05-19 14:04:22.0 90 (BLEAHU, ROMULUS) MOWSKI; OWNER; 847 744-5626; VERIFIED WITH ACCOUN WORKING USER ID IS : RB139U 30145 - CLARIFY CRM Result: Eligible. Upgrade: Result: Eligible.
05/19/2010 13:04:51 CM - Interaction 05/19/2010 12:30:27 Equipment Upgrade E 01/13/2009. Last Early	Upg Elg Check Result Upg Elg Check Result States Text Upg Date: None. USC: AAA.	SUB	:CLARIFY:: INTERA ACTION: ONE AND D NEED: DEVICE/EQUI RESOLUTION: EDUC NOTES: JIM CHELM LAUNGUAGE OPPTI CREATED ON: 2010- CREATED BY: RB13 CALLER: JIM CHELM OWNER SSN; . THE 847-744-5626 Standard Upgrade: F IPhone 3G Standard	CTION CONE IPMENT INQUIRY OR PROBLEM/EQUIPMENT PROBLEM CATED - PROPER USAGE OWSKI WANTED TO KNOW HOW TO CHANGE HIS ONS FROM SPANISH TO ENGLISHRB139U 05-19 14:04:22.0 90 (BLEAHU, ROMULUS) MOWSKI;OWNER;847 744-5626;VERIFIED WITH ACCOUN WORKING USER ID IS :RB139U 30145 - CLARIFY CRM Result: Eligible. Upgrade: Result: Eligible.

	CM - Interaction	CRM - 30145 - CLARIFY CRM
M - Interaction	System Taxt	::CLARIFY:: INTERACTION ACTION: ONE AND DONE NEED: DEVICE/POWER / CHARGING/HANDSET POWERS OFF RESOLUTION: COMPLETED EXCHANGE BY MAIL NOTES: JENNIFER NACO/JENNY WELLER/CVG/XBM/PHIL WIRELESS# 847 744-5826 ACCT HOLDER- JIM CHELMOWSKI SPOKE TO- WILLIAM HELLER, DSC REP, WH0202 VID-SSN IMEI- 358850020649055 REP MAKE/MODEL- HTC SEED STOCK 65077 (BROWN FIRST DATE OF ACTIVATION-01/13/2009 2:20 PM ISSUE/PROBLEM/RESOLUTION-POWERCYLING BY ITSELF.,DOA /DID SOFT HARD RESET. TEST ANOTHER /CHARGER.CUS
05/19/2010 12:09:53 BM NOTES	XBM NOTES System Text	JENNIFER NACO/JENNY WELLER/CVG/XBM/PHIL WIRELESS#- 847 744-5626 ACCT HOLDER- JIM CHELMOWSKI SPOKE TO- WILLIAM HELLER, DSC REP, WH0202 VID-SSN
		IMEL 358850020649055 REP MAKE/MODEL- HTC SEED STOCK 65077 (BROWN FIRST DATE OF ACTIVATION-01/13/2009 2:20 PM ISSUE/PROBLEM/RESOLUTION-POWERCYLING BY ITSELF.,DOA /DID SOFT HARD RESET. TEST ANOTHER /CHARGER.CUST IS UPSET BEC. DSC DID NO CARRY DEVICE.
		CHECKED FOR PHYSICAL-GOOD LIQUID DAMAGE(LDI)- WHITE CHECKED BATTERY CONNECTIONS-GOOD CHARGING PORT-GOOD MYCSP I
05/19/2010 12:09:49 RMA has been appro- reated	RMA approved System Texto	CHECKED FOR PHYSICAL-GOOD LIQUID DAMAGE(LDI)- WHITE CHECKED BATTERY CONNECTIONS-GOOD CHARGING PORT-GOOD MYCSP I FINN 847-744-5626 30143 - REVERSE LOC USerText

			gorya Subscriber Created By	
05/19/2010 12:07:57 Upg	The same and the s	SUB	847-744-5626 30143 - REVERSE LO	
the second of th	Item Texte		UserText	
quipment Upgrade Eligibili	ty Check. Last Upg Date:		Standard Upgrade: Result: Eligible.	
1/13/2009. Last Early Upg D	Date: None. USC: AAA.	j	iPhone 3G Standard Upgrade: Result:Eligible.	
05/19/2010 10:43:38 Upg	Elg Check Result	SUB	847-744-5626 30143 - REVERSE LO	د معمد فعال المعادد ال
A The Argent and Control of the Cont	stern Texts		UserText	منحة أديب أأميه
quipment Upgrade Eligibili 1/13/2009. Last Early Upg D	Ity Check. Last Upg Date: Date: None. USC: AAA.	j	Standard Upgrade: Result:Eligible. iPhone 3G Standard Upgrade: Result:Eligible.	
05/19/2010 10:42:18 Tech	Service Notes	CSM	847-744-5626 30229 - OPUS - API ID	
SV.	siem Toda	77.5	UsecText	-
and the same and the same of the	SELECTION TO THE STATE OF SHARE AND ASSESSED.		USER LOGIN: WHO202 / GROUP CODE: C501 / HTC - HTC OR AT&T	TILT 2/
			OPUS # - / RLM # - / ACCESSORY # - / WSD - 1/13/2009 / ACCT VERIFIED / 5/19/2010 10:20 AM / HAND DMG NONE/CUST STATED TI	
			RECEIVED DEVICE FROM WSC AND IT NEW DEVICE IS POWERING	OFF/ON,
			TECH	
			VERIFIED DEVICE IS POWER CYCLING, CUST FRUSTRATED THAT I MIS-REFERRED HERE, REFERRED CUST TO XBM TO SEE WHAT TH	HEY CAN D
			FOR	
			HIM, NO UME TRANSFER, CUST LEFT SAT THE WORKING USER I :WILLIAM HELLER	<u></u> :
05/19/2010 10:40:08 Upg	Elg Check Result	SUB	847-744-5626 30143 - REVERSE LOG	
Sy La Sy	COMPAND OF THE			The latest
Equipment Upgrade Eligibil	lity Check. Last Upg Date:		Standard Upgrade: Result: Eligible. iPhone 3G Standard Upgrade: Result: Eligible.	
Equipment Upgrade Eligibii 01/13/2009. Last Early Upg I	lity Check. Last Upg Date: Date: None. USC: AAA		Standard Upgrade: Result:Eligible. iPhone 3G Standard Upgrade: Result:Eligible.	
Equipment Upgrade Eligibil 01/13/2009. Last Early Upg I 05/19/2010 10:38:27 XBA	Date: None. USC: AAA	CSM	iPhone 3G Standard Upgrade: Result: Eligible.	
01/13/2009. Last Early Upg (Date: None. USC: AAA.	CSM	iPhone 3G Standard Upgrade: Result: Eligible. 847-744-5628 30143 - REVERSE LOC	
01/13/2009. Last Early Upg (05/19/2010 10:38:27 XBM	Date: None. USC: AAA.	CSM	iPhone 3G Standard Upgrade: Result: Eligible. 847-744-5626 30143 - REVERSE LOG	M JR455R
05/19/2010 10:38:27 XBM XBM NOTES	Date: None. USC: AAA	CSM	Phone 3G Standard Upgrade: Result: Eligible. 847-744-5626 30143 - REVERSE LOG CANNOT HEAR ANYONE ON THE HEADSET. CSR NEEDS TO DO XB THE WORKING USER ID IS : RLUSER	M JR455R
05/19/2010 10:38:27 XBM XBM NOTES	Date: None. USC: AAA. N NOTES Eig Check Result		Phone 3G Standard Upgrade: Result: Eligible. 847-744-5626 30143 - REVERSE LOG CANNOT HEAR ANYONE ON THE HEADSET. CSR NEEDS TO DO XB THE WORKING USER ID IS : RLUSER	M JR455R
05/19/2010 10:38:27 XBM XBM NOTES	Date: None, USC: AAA W NOTES	SUB	Phone 3G Standard Upgrade: Result: Eligible. 847-744-5626 30143 - REVERSE LOC CANNOT HEAR ANYONE ON THE HEADSET. CSR NEEDS TO DO XB THE WORKING USER ID IS: RLUSER 847-744-5626 30143 - REVERSE LOC Standard Upgrade: Result: Eligible.	M JR455R
05/19/2010 10:37:14 Upg	Date: None, USC: AAA W NOTES Eig Check Result State Compared SUB	Phone 3G Standard Upgrade: Result: Eligible. 847-744-5626 30143 - REVERSE LOQ CANNOT HEAR ANYONE ON THE HEADSET. CSR NEEDS TO DO XB THE WORKING USER ID IS :RLUSER 847-744-5626 30143 - REVERSE LOQ	M JR455R	
05/19/2010 10:38:27 XBM XBM NOTES 05/19/2010 10:37:14 Upg Equipment Upgrade Eligibit 01/13/2009. Last Early Upg	Date: None, USC: AAA. NOTES Eig Check Result Stend Town Ilty Check, Last Upg Date: Date: None, USC: AAA.	SUB	Phone 3G Standard Upgrade: Result: Eligible. 847-744-5626 30143 - REVERSE LOC CANNOT HEAR ANYONE ON THE HEADSET. CSR NEEDS TO DO XB THE WORKING USER ID IS :RLUSER 847-744-5626 30143 - REVERSE LOC Standard Upgrade: Result: Eligible. iPhone 3G Standard Upgrade: Result: Eligible.	M JR455R
05/19/2010 10:38:27 XBM XBM NOTES 05/19/2010 10:37:14 Upg Construction of the control of the	Date: None, USC: AAA W NOTES BEIG Check Result Step 1 Step 1 Step 2 Step 2 Step 2 Step 3 Step 3 Step 4 Step 4 Step 4 Step 4 Step 5 Step 5 Step 6 Step 6 Step 6 Step 6 Step 6 Step 7 Step	SUB	Phone 3G Standard Upgrade: Result: Eligible. 847-744-5626 30143 - REVERSE LOG CANNOT HEAR ANYONE ON THE HEADSET. CSR NEEDS TO DO XB THE WORKING USER ID IS :RLUSER 847-744-5626 30143 - REVERSE LOG Standard Upgrade: Result: Eligible. iPhone 3G Standard Upgrade: Result: Eligible. 847-744-5626 30143 - REVERSE LOG	M JR455R
05/19/2010 10:37:14 Upg SEquipment Upgrade Eligibit 01/13/2009. Last Early Upg 05/19/2010 10:36:59 Upg	Beig Check Result Ity Check Last Upg Date: Date: None, USC: AAA.	SUB	Phone 3G Standard Upgrade: Result: Eligible. 847-744-5628 30143 - REVERSE LOC CANNOT HEAR ANYONE ON THE HEADSET. CSR NEEDS TO DO XB THE WORKING USER ID IS :RLUSER 847-744-5628 30143 - REVERSE LOC Standard Upgrade: Result: Eligible. iPhone 3G Standard Upgrade: Result: Eligible. 847-744-5626 30143 - REVERSE LOC Standard Upgrade: Result: Eligible.	M JR455R
05/19/2010 10:38:27 XBM 05/19/2010 10:38:27 XBM XBM NOTES 05/19/2010 10:37:14 Upg Equipment Upgrade Eligibility (1):36:59 Upg 05/19/2010 10:36:59 Upg	Date: None. USC: AAA W NOTES Eig Check Result Iity Check. Last Upg Date: Date: None. USC: AAA. g Eig Check Result water Text	SUB	Phone 3G Standard Upgrade: Result: Eligible. 847-744-5626 30143 - REVERSE LOC CANNOT HEAR ANYONE ON THE HEADSET. CSR NEEDS TO DO XB THE WORKING USER ID IS :RLUSER 847-744-5626 30143 - REVERSE LOC Standard Upgrade: Result: Eligible. iPhone 3G Standard Upgrade: Result: Eligible. 847-744-5626 30143 - REVERSE LOC USETEM	M JR455R
05/19/2010 10:38:27 XBM XBM NOTES 05/19/2010 10:37:14 Upg Construction of the control of the	Date: None, USC: AAA W NOTES BEIG Check Result Step Toda USC: AAA. BEIG Check Result Step Toda Step Tod	SUB	Phone 3G Standard Upgrade: Result: Eligible. 847-744-5626 30143 - REVERSE LOC CANNOT HEAR ANYONE ON THE HEADSET. CSR NEEDS TO DO XB THE WORKING USER ID IS :RLUSER 847-744-5626 30143 - REVERSE LOC Standard Upgrade: Result: Eligible. iPhone 3G Standard Upgrade: Result: Eligible. 847-744-5628 30143 - REVERSE LOC Standard Upgrade: Result: Eligible. iPhone 3G Standard Upgrade: Result: Eligible. iPhone 3G Standard Upgrade: Result: Eligible.	M JR455R
05/19/2010 10:38:27 XBM NOTES 05/19/2010 10:37:14 Upg 05/19/2010 10:37:14 Upg 05/19/2010 10:36:59 Upg 05/19/2010 10:36:59 Upg 05/19/2010 10:36:59 Upg 05/19/2010 10:36:59 Upg	Date: None, USC: AAA W NOTES BEIG Check Result Step Toda USC: AAA. BEIG Check Result Step Toda Step Tod	SUB	Phone 3G Standard Upgrade: Result: Eligible. 847-744-5626 30143 - REVERSE LOC CANNOT HEAR ANYONE ON THE HEADSET. CSR NEEDS TO DO XB THE WORKING USER ID IS :RLUSER 847-744-5626 30143 - REVERSE LOC Standard Upgrade: Result: Eligible. iPhone 3G Standard Upgrade: Result: Eligible. 847-744-5628 30143 - REVERSE LOC Standard Upgrade: Result: Eligible. iPhone 3G Standard Upgrade: Result: Eligible. iPhone 3G Standard Upgrade: Result: Eligible.	M JR455R

Creation Date	TYPE	Cate	egory Subscriber Created By
05/19/2010 10:26:06	COROverrideNote	GEN	30229 - OPUS - API ID
	System Text		UserText:
			ACCOUNT ACCESSED THROUGH UNVALIDATED OVERRIDE -OTHER VERF SSN. THE WORKING USER ID IS :WH0202
05/19/2010 10:26:01	Upg Elg Check Result	SUB	하는
many to me to the	System Text		UserTeader
Equipment Upgrade E 01/13/2009. Last Early	Ilgibility Check. Last Upg Date: Upg Date: None. USC: AAA.		Standard Upgrade: Result:Eligible. iPhone 3G Standard Upgrade: Result:Eligible.
05/19/2010 10:21:37	Upg Elg Check Result	SUB	847-744-5628 30143 - REVERSE LOG
	System Text		UsecTood
Equipment Upgrade E 01/13/2009. Last Early	Eligibility Check. Last Upg Date: Upg Date: None. USC: AAA]	Standard Upgrade: Result:Eligible. iPhone 3G Standard Upgrade: Result:Eligible.
05/18/2010 15:57:41	CSM General	CSM	847-768-0000 30004846 - NAYREE J
I was a series of the series	System Text		UserTexe
	Change Personal Data System Texts e data was changed from 4/5/200	BAN 02 to	UserText
05/17/2010 15:05:45	CM - Commitment	CRM	1 - 30145 - CLARIFY CRM
	System Text	A COLUMN	Vector
CM - Commitment	1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	<u> </u>	::CLARIFY:: COMMITMENT
			ID: 942770275
			PRIORITY: NORMAL
			DUE DATE: 5/17/2010 8:01:00 PM NOTES: CCI- CALLED CUST BACK ON A LAND LINE CAUSE HIS SPEAKER AND HANDSET IS NOT WORKING THERE IS STATIC. TROUBLESHOT- IMEI: 358850021158718 LDI: WHITE AND NO PHYSICAL DAMAGE FUD: 04/08/2010 COLOR: SILVER AND BLACK T&C: HE WILL CHOOSE FROM THE BACKFLIP OR JUST GETTING ANOTHER TILT 2. SET COMMITMENT STANDARD 2 STRIKE RULE. PLEASE CALL CUST TO SEE WHICH ONE HE CHOOSE. THANK YOU. ****SCOTT CHRISTENSE
			9

05/17/2010 13:19:58 CM - Interaction	CRM	30145 - CLARIFY CRM
System Text	71	UserTexts
CM - Interaction	1	::CLARIFY:: INTERACTION
CM - Interaction	- 1	ACTION: ONE AND DONE
		NEED: DEVICE/POWER / CHARGING/HANDSET POWERS OFF
		RESOLUTION: COACHING RESOLVED ISSUE
		NOTES: MARK CHAVEZ CVS HED PHIL MC0065 WTN 847 744-5626
		ACCNT/CALLER'S NAME JIM CHELMOWSKI
		VID:SSN/PW
		ISSUE/RESO(SHUTS OFF FOR NO REASON)JUST ASKED IF HE CAN GO TO DSG IN SCHAUMBERG(EDUC CX WE DO HAVE ONE IN SCHUAMBERG(CX SAYS HE
		WILL JUST GO THERE.
		MYCSP ID 123665
		CREATED ON: 2010-05-17 14:19:33.0
		CREATED BY: MC0065 (CARINO, MARK CONRAD)
		CALLER: JIM CHELMOWSKI;OW
05/17/2010 13:18:13 Upg Elg Check Result	SUB	847-744-5626 30145 - CLARIFY CRM
System Texa	1	User Cause
Equipment Upgrade Eligibility Check. Last Upg Date:	· ī	Standard Upgrade: Result: Eligible.
01/13/2009. Last Early Upg Date: None. USC: AAA.		Phone 3G Standard Upgrade: Result: Eligible.
		30145 - CLARIFY CRM
05/17/2010 13:00:32 CM - Commitment	CRM	Usarios - CLARITY CRM
A STATE OF THE STA		
CM - Commitment		::CLARIFY:: COMMITMENT ID: 942770275
		PRIORITY: NORMAL
		STATUS: IN PROGRESS
		DUE DATE: 5/17/2010 8:01:00 PM NOTES: CCF CALLED CUST BACK ON A LAND LINE CAUSE HIS SPEAKER AND
		HANDSET IS NOT WORKING THERE IS STATIC. TROUBLESHOT- IMEI:
		358850021158718 LDI: WHITE AND NO PHYSICAL DAMAGE FUD: 04/08/2010
₩		COLOR: SILVER AND BLACK T&C: HE WILL CHOOSE FROM THE BACKFLIP OR JUST GETTING ANOTHER TILT 2. SET COMMITMENT STANDARD
		2 STRIKE RULE, PLEASE CALL CUST TO SEE WHICH ONE HE CHOOSE. THANK
		YOU. ****SCOTT CHRISTEN
	•	
	•	
05/14/2010 05:39:13 Replacement shipped	FINN	the second of the second secon
05/14/2010 05:39:13 Replacement shipped System Text	FINN	847-744-5626 30143 - REVERSE LOO WINTER RETURN REPLACEMENT ORDER HAS BEEN SHIPPED THE WORKING USER

Creation Date	TYPE	Cate	agory Subscriber Created By
05/13/2010 16:29:25 CM - Commitment	CM - Commitment System Text	CRM 1	UserText. ::CLARIFY:: COMMITMENT ID: 942770275 PRIORITY: NORMAL STATUS: IN PROGRESS DUE DATE: 5/17/2010 8:00:00 PM NOTES: CCI- CALLED CUST BACK ON A LAND LINE CAUSE HIS SPEAKER AND HANDSET IS NOT WORKING THERE IS STATIC. TROUBLESHOT- IMEI: 358850021158718 LDI: WHITE AND NO PHYSICAL DAMAGE FUD: 04/08/2010 COLOR: SILVER AND BLACK T&C: HE WILL CHOOSE FROM THE BACKFLIP OR JUST GETTING ANOTHER TILT 2. SET COMMITMENT STANDARD 2 STRIKE RULE. PLEASE CALL CUST TO SEE WHICH ONE HE CHOOSE. THANK YOU.
05/13/2010 18:28:41 XBM NOTES	XBM NOTES Systems Texts	СЗМ	CCI- CALLED CUST BACK ON A LAND LINE CAUSE HIS SPEAKER AND HANDSET IS NOT WORKING THERE IS STATIC. TROUBLESHOT-IMEI: 358850021158718 LDI: WHITE AND NO PHYSICAL DAMAGE FUD: 04/08/2010 COLOR: SILVER AND BLACK T&C: HE WILL CHOOSE FROM THE BACKFLIP OR JUST GETTING ANOTHER TILT 2. SET COMMITMENT STANDARD 2 STRIKE RULE. PLEASE CALL CUST TO SEE WHICH ONE HE CHOOSE. THANK YOU. ****SCOTT CHRISTENSEN-SC4442-OGDEN COMMITMENT TEAM**** 05/13/10 @ 8:26AM. CALLED 847-729-0818 AND LEFT VM. EXTENDED COMMITME
05/13/2010 16:28:34 RMA has been approvereated	RMA approved System Text ved and replacement order has been	FINN	RMA HAS BEEN APPROVED AND REPLACEMENT ORDER HAS BEEN CREATED. THE WORKING USER ID IS :RLUSER
05/13/2010 18:28:33 RMA has been approvereated	RMA approved System Texts ved and replacement order has been	FINN	UserTexts RMA55853933 HAS BEEN APPROVED WITH RMA TYPE XBM THE WORKING USER ID IS :RLUSER

Created By TYPE Category Subscriber Creation Dates 847-744-5626 30143 - REVERSE LO 05/13/2010 18:26:38 Upg Elg Check Result SUB System Text -----UserText Equipment Upgrade Eligibility Check. Last Upg Date: Standard Upgrade: Result: Eligible. iPhone 3G Standard Upgrade: Result: Eligible. 01/13/2009. Last Early Upg Date: None. USC: AAA. SUB 847-744-5626 30143 - REVERSE LOO 05/13/2010 16:24:31 Upg Elg Check Result UserTex System Texter Equipment Upgrade Eligibility Check. Last Upg Date: Standard Upgrade: Result: Eligible. iPhone 3G Standard Upgrade: Result: Eligible. 01/13/2009. Last Early Upg Date: None. USC: AAA. FINN 30210 - QUICKPAY - A 05/13/2010 15:21:09 Payment Received System Text Land Control of Control Payment received. Payment deposit date: 05/13/2010. PAYMENT TAKEN VIA QUICKCARD BY USER: COLAM, TRANSACTION NUMBER: QPCOAT492140914, AMOUNT: \$241.60 Amount: \$241.60. Method: CC. Source: SRVPYM 10076021 - SCOTT CH 847-744-5626 05/13/2010 16:19:36 Upg Elg Check Result SUB System Test Liberation and the second Standard Upgrade: Result:Not eligible. Reason:Past Due - P. Future Elig Equipment Upgrade Eligibility Check. Last Upg Date: Date:None. 01/13/2009. Last Early Upg Date: None. USC: AAA. Phone 3G Standard Upgrade: Result:Not eligible. Reason:Past Due - P. Future Elig Date: None. 30145 - CLARIFY CRM 05/13/2010 15:13:23 |CM - Commitment CRM ::CLARIFY:: COMMITMENT CM - Commitment ID: 942770275 PRIORITY: NORMAL STATUS: IN PROGRESS DUE DATE: 5/13/2010 8:02:00 PM NOTES: CCI- CALLED CUST BACK ON A LAND LINE CAUSE HIS SPEAKER AND HANDSET IS NOT WORKING THERE IS STATIC. TROUBLESHOT-IMEI: 358850021158718 LDI: WHITE AND NO PHYSICAL DAMAGE FUD: 04/08/2010 COLOR: SILVER AND BLACK T&C: HE WILL CHOOSE FROM THE BACKFLIP OR JUST GETTING ANOTHER TILT 2. SET COMMITMENT STANDARD 2 STRIKE RULE. PLEASE CALL CUST TO SEE WHICH ONE HE CHOOSE. THANK YOU. ****SCOTT CHRISTEN 30145 - CLARIFY CRM CRM 05/13/2010 09:29:16 | CM - Commitment UserTexas System Toots VI ::CLARIFY:: COMMITMENT CM - Commitment ID: 942770275 PRIORITY: NORMAL STATUS: IN PROGRESS DUE DATE: 5/13/2010 8:01:00 PM NOTES: CCI- CALLED CUST BACK ON A LAND LINE CAUSE HIS SPEAKER AND HANDSET IS NOT WORKING THERE IS STATIC. TROUBLESHOT- IMEI: 358850021158718 LDI: WHITE AND NO PHYSICAL DAMAGE FUD: 04/08/2010 COLOR: SILVER AND BLACK T&C: HE WILL CHOOSE FROM THE BACKFLIP OR JUST GETTING ANOTHER TILT 2. SET COMMITMENT STANDARD 2 STRIKE RULE. PLEASE CALL CUST TO SEE WHICH ONE HE CHOOSE. THANK YOU. ****SCOTT CHRISTEN

Creation Date	TYPE	Cat	egory Subscriber	Created By	1
	Upg Elg Check Result System Text	SUB		30143 - REVERSE LOG	
	gibility Check. Last Upg Date: pg Date: None. USC: AAA.		Date:None.		on:Past Due - P. Future Elig gible. Reason:Past Due - P. Future
05/11/2010 18:15:27 CM - Interaction	CM - Interaction System Texts	CRM	::CLARIFY:: INTERA ACTION: COMMITM NEED: DEVICE/AUC NOTES: CCI- CALL HANDSET IS NOT 358850021158718 L COLOR: SILVER AN OR JUST GETTING RULE. CREATED ON: 2010	ENT; ID: 942770275 IO/DISTORTED/STATIC - ED CUST BACK ON A LAI /ORKING THERE IS STAT DI: WHITE AND NO PHYS ID BLACK T&C: HE WILL ANOTHER TILT 2. SET CO	
05/11/2010 18:15:08	CM - Commitment	CRM		30145 - CLARIFY CRM	- 7 7- 7- 7- 7- 7- 7- 7- 7- 7- 7- 7-
V-03/11/2010 10:13:00 1	System Texts	Links in		User Con	
CM - Commitment			CALLER: JIM CHEL PRIORITY: NORMAL STATUS: NOT STAR DUE DATE: 2010-05 NOTES: CCI- CALL HANDSET IS NOT W 358850021158718 LE COLOR: SILVER AN	-05-11 19:14:00.0 3N (DICKEY, JANICE) MOWSKI TED 13 10:30:00 ED CUST BACK ON A LAP ORKING THERE IS STAT	ND LINE CAUSE HIS SPEAKER AN IC. TROUBLESHOT- IMEI: CAL DAMAGE FUD: 04/08/2010 WILL CHOOSE FROM THE T 2. SET COMMITMENT
05/11/2010 17:39:22	Upg Elg Check Result	SUB	847-744-5626	30143 - REVERSE LO	
Equipment Upgrade Eli	System Texts: gibility Check. Last Upg Date: pg Date: None. USC: AAA.		Standard Upgrade: I Date:None.	Result:Not eligible. Reaso Upgrade: Result:Not elig	n:Past Due - P. Future Elig ible. Reason:Past Due - P. Future
05/11/2010 17:39:09	Expire SUB SOC	SUB	847-744-5626	3005005 - ATLAS CSI 1	A SHORE MANAGEMENT
Subscriber level SOC e date: 05/11/2010.	System Text	ation		UserTax	The second secon
05/11/2010 17:39:06	SmrtPhne Plan Notice	CSM	847-744-5626	3005005 - ATLAS CSI 1	
	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1			UserText	4 4
Smartphone data plan r	equirement notification sent		ACCOUNT. PLEASE	MARTPHONE DATA PLA ENSURE THAT A PROPE MARTPHONE DEVICE. DO	TA PLAN REQUIREMENT AND N HAS BEEN ADDED TO THEIR R DATA PLAN IS PRESENT FOR IMESTIC DATA CONTROLS. THE
05/11/2010 17:38:26	Add SUB SOC	SUB	847-744-5626	10029234 - JANICE DI	
E 9 96	System Texti	1		UserText	Company of the Company of the Company
Subscriber level SOC c	reated. SOC: UMTS. Effective:				R. 212 B. 581

05/11/2010 17:38:26 Expire IMEI	SUB	847-744-5626	10029234 - JANICE DI
System Text	1	- /	Úser Text
MEI Expired. IMEI: 358840021158718. Expiration date	-	a construence of the second of a con-	and the contract of the contra
5/11/2010.	1		
05(41)2040 17:20:28 Add IMEI	SUB	847-744-5626	10029234 - JANICE DI
05/11/2010 17:38:26 Add IMEI	300		J. J. UserTexts
System Texts MEI Added. IMEI: 358850021158718. Effective date: 5/11/2010.		June o della descripció de de com	
05/11/2010 17:38:26 Change Equipment rsn	SUB	847-744-5626	10029234 - JANICE DI
System Text		A miletiment a	UserTex
The IMEI has been changed by d073n.		ustomer owned eq	ulpment
			4
05/11/2010 17:37:26 Expire SUB SOC	SUB	847-744-5626	10029234 - JANICE DI
System Texts:		TEMNINES	THE RESIDENCE OF THE PERSON OF
	on date.		
Subscriber level SOC expired. SOC: UMTS. Expiration 05/11/2010. 05/11/2010 17:37:26 Expire IMEI	SUB	847-744-5626	10029234 - JANICE DI
05/11/2010. 05/11/2010 17:37:26 Expire IMEI	SUB		
05/11/2010. 05/11/2010 17:37:26 Expire IMEI Settem (expired. IMEI: 011630000510173. Expiration date	SUB		
05/11/2010. 05/11/2010 17:37:26 Expire IMEI System (exp. IMEI Expired. IMEI: 011630000510173. Expiration date 05/11/2010.	SUB		
05/11/2010. 05/11/2010 17:37:26 Expire IMEI Satura (continuo de la continuo d	SUB		10029234 - JANICE DI
05/11/2010 17:37:26 Expire IMEI MEI Expired. IMEI: 011630000510173. Expiration date 05/11/2010 17:37:26 Add IMEI MEI Added. IMEI: 358840021158718. Effective date:	SUB	847-744-5628	10029234 - JANICE DI
05/11/2010. 05/11/2010 17:37:26 Expire IMEI System (expired. IMEI: 011630000510173. Expiration date 05/11/2010. 05/11/2010 17:37:26 Add IMEI System (expired. IMEI: 358840021158718. Effective date: 05/11/2010.	SUB	847-744-5628	10029234 - JANICE DI
05/11/2010. 05/11/2010 17:37:26 Expire IMEI	SUB	847-744-5628	10029234 - JANICE DI
05/11/2010 17:37:28 Expire IMEI Statem Cod IMEI Expired. IMEI: 011630000510173. Expiration date 05/11/2010. 05/11/2010 17:37:28 Add IMEI MEI Added. IMEI: 358840021158718. Effective date: 05/11/2010. 05/11/2010 17:37:28 Change Equipment rsn	SUB	847-744-5628 ustomer owned eq	10029234 - JANICE DIS 10029234 - JANICE DIS LIPMENT 30145 - CLARIFY CRM
05/11/2010 17:37:26 Expire IMEI	SUB	847-744-5628 847-744-5628 ustomer owned eq	10029234 - JANICE DI(

	TYPE	-	
05/11/2010 17:24:32	CM - Interaction System Texts	CRM	- 30145 - CLARIFY CRM UserText: ::CLARIFY:: INTERACTION
			ACTION: ONE AND DONE NEED: ACCOUNT/ACCOUNT STATUS/VERIFY ACCOUNT STATUS RESOLUTION: EDUCATE CUSTOMER - ACCOUNT STATUS NOTES: TT MR. CHEMOWSKI CUST CALLED TO CREATED ON: 2010-05-11 18:23:29.0 CREATED BY: CJ053T (JOHNSON, CASEY) CALLER: JIM CHELMOWSKI; OWNER; 847 744-5626; VERIFIED WITH ACCOUNT OWNER SSN; . THE WORKING USER ID IS: CJ053T
05/11/2010 17:23:03	Upg Elg Check Result System Text	SUB	847-744-5626 30145 - CLARIFY CRM
	ligibility Check. Last Upg Date: Upg Date: None. USC: AAA.		Standard Upgrade: Result:Not eligible. Reason:Past Due - P. Future Elig Date:None. iPhone 3G Standard Upgrade: Result:Not eligible. Reason:Past Due - P. Future Elig Date:None.
05/11/2010 17:22:25	Upg Elg Check Result	SUB	847-744-5626 30158 - IVR - API ID
	System Text	31.43	UserText
	Igibility Check. Last Upg Date: Upg Date: None. USC: CIV.]	Standard Upgrade: Result:Not eligible. Reason:No Commitment Pricing. Futur Elig Date:None.
05/11/2010 17:14:08	Office of the Pres	COLL	847-768-000025807 - JAMES CAMBI
	System Text		UserText
OOP Escalation			oop manager note spoke to customer advised that we could create a request that have landline team call himmregarding his old landline business phone,jiricamberis
05/08/2010 15:10:03	Collection General	COLL	1902048 - EDD API ID
رونون والمستودين والم	System Test		COLLECTION SMS DUNNING SENT TO 847-744-5626 ON 08/05/2010 . THE WORKING USER ID IS :EDDSYSID
04/20/2010 10:47:20	Office of the Pres	COLL	- 847-768-0000 25775 - TENE BURSE
04/29/2010 10:47:29	A THE RESERVE OF THE PROPERTY OF THE PROPERTY AND ADDRESS OF THE PROPERTY ADDRESS	Spende Wanted	and transfer of the state of th
04/29/2010 10:47:29	System Text		UsedTest
OOP Escalation	System Text		
	Office of the Pres	COLL	I called Mr. Chelmowski back and explained to him that according to AT&T records no implication of deactivation of fast forward unit in billing system. I offered a \$25 courtesy credit. He declined to accept credit. I advised of option to reactivate fast forward unit or can utilize call forwarding feature and since other number is wireless number, he will not be charged. Mr. Chelmowski became very irate and stated that he wanted to cash check that is in business name at wireless store for cash. Mr. Chelmows

Creation Date:		Cate				
04/23/2010 10:12:00 114	l-day delinquent	FINN	847-744-5626	30143 - REVE		
and the second s	System Texts	1	فالمساب المناش الم		User Feed	
4 days have passed and	damaged handset has not been					BET HAS NOT BEEN RECEIVED
ecelved			. THE WORKING USE	ER ID IS :RLUSE	R	e anne e com merco
		COLL	11	1905393 - TIEI	2 DIAL	
04/11/2010 18:49:38 C			· II · ·		UserTex	
	Systems Texts	¥2.4	AUTODIALER HANDI TIME CALLED: 3/28/	LED CALL - NO	ANSWER -	CALLED:8477445626 - DATE
04/07/2010 20:01:05 C	all List Management	CSM	847-768-0000	30232 - MyAT	r l	
	System Texto		CHE STORE STORE	T. A. M. Land	User Texter.	
M2AN Call List Managem			CALL LIST ENTRIES EFFECTIVE AT TIME IS:8477445626	ADDED- 773-74 - THU APR 08 20	4-8444 BY 5 0:00:31 CDT	UBSCRIBER- 847-744-5626 2010 . THE WORKING USER I
04/07/2010 20:01:05 C	all Liet Management	CSM	847-768-0400	30232 - MyAT	==-	
A C		रासन्द				
	System Texts	12.2	AN ALABOUT DE MINISTER DE LA COMPANION DE LA C			UBSCRIBER- 847-744-5626
M2AN Call List Managem	ent	1	EFFECTIVE AT TIME IS:8477445626	- THU APR 08 20	:00:31 CDT	2010 . THE WORKING USER
04/07/2010 20:01:05	all List Management	CSM		30232 - MyAT		
TOWNS THE REAL PROPERTY.	System Text	4.19	A Maria San	Water I All	Unit out	THE PARTY OF THE P
M2AN Call List Managem			CALL LIST ENTRIES EFFECTIVE AT TIME IS:8477445626	ADDED- 773-74 - THU APR 08 20	1-8444 BY 3 0:00:31 CDT	UBSCRIBER- 847-744-5626 2010 . THE WORKING USER
04/07/2010 20:01:04	all List Management	CSM	847-744-5626	30232 - MyAT		
	System Feety		Walter Committee	中国共和国		other way of the sta
M2AN Call List Managem						UBSCRIBER- 847-744-5626 2010 . THE WORKING USER II
04/07/2010 20:00:11	Call List Management	CSM	847-768-0000	30232 - MyATT		
. In a set y the court management and the			1,44.0.44.5		Utan Tanke	
M2AN Call List Managem			847-657-7302,847-65	7-7402 BY SUBS	CRIBER- 84	L LIST ENTRIES DELETED 17-744-5626 EFFECTIVE AT
			TIME-THU APR 08 19	9:59:37 CDT 2010	. THE WO	RKING USER ID IS :8477445626
04/07/2010 20:00:11	Call List Management	CSM	847-768-0400	30232 - MyATT		
The second second second second second second second second second second second second second second second s	System Text			is a territoria with the	UserTex	mine
M2AN Call List Manager			847-657-7302,847-65	ADDED- 847-657 7-7402 BY SUBS	7-7502. CAL CRIBER- 84	L LIST ENTRIES DELETED .7-744-5626 EFFECTIVE AT RKING USER ID IS :8477445626
04/07/2010 20:00:11	Call List Management	CSM	847-917-2384	30232 - MyATT		
a service a service of a servic	System Texts	-1	12. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1.		UserTexts	and the second second
M2AN Call List Manager		!	847-657-7302,847-657	ADDED- 847-657 7-7402 BY SUBS	7-7502. CAL CRIBER- 84	L LIST ENTRIES DELETED 7-744-5626 EFFECTIVE AT RKING USER ID IS :8477445626

Creation Date 1 TYPE 1 C	ategory Subscriber Created By
04/07/2010 20:00:11	SM 847-744-5626 30232 - MyATT
System Text	UserText
M2AN Call List Management	CALL LIST ENTRIES ADDED- 847-657-7502. CALL LIST ENTRIES DELETED 847-657-7302,847-657-7402 BY SUBSCRIBER- 847-744-5626 EFFECTIVE AT TIME-THU APR 08 19:59:37 CDT 2010 . THE WORKING USER ID IS :847744562
04/04/2010 18:50:39 Replacement shipped FIR	NN , 847-744-5626 30143 - REVERSE LOG
System Texts	UserTexts
Return replacement order has been shipped	RETURN REPLACEMENT ORDER HAS BEEN SHIPPED THE WORKING USE ID IS :RLUSER
04/03/2010 13:19:19 CM - Interaction CR	RM 30145 - CLARIFY CRM
System Text	- UserTexat
CM - Interaction	::CLARIFY:: INTERACTION ACTION: ONE AND DONE
	NEED: DEVICE/CONNECTIVITY - CALL QUALITY/CAN NOT MAKE OR RECEIV
	RESOLUTION: COMPLETED EXCHANGE BY MAIL NOTES: PHONE WILL NO LONGER LIGHT UP.TRIED DIFF BAT AND CHARGES
	AND NO RESULTS. CUST WAS ON THE PHONE. GAVE CUST INFO WHAT I
	NEED AND CB CUST. & C ME!/SIM: 351507031286213 & C FUD: 09/25/2009 & C LDI:WHITE & C DAMAGE: GOOD & C PORTS: GOOD & C M/M: MOTOROLA V9X
	RAZR2 BLACK 倢 TS & CS: \$210.00 倢 OOW FEE: \$210.00 倢 RMA#:
	RMA55249315 CREATED
04/03/2010 13:18:59 XBM NOTESCS	
System Text	UsarText.
KBM NOTES	MARY SCHNEBELI / XBM / ARN/ CVS à € ¢ MY CSP ID: MS2669
	à€¢ID: MYC_EQP_APD_129896
	•WTN#: 8477445626 7736310909 ALT# •NAME: JIM CHELMOWSKI MAISEE LOR ML7860 CUST CARE
	à€¢VID:SS# à€¢ISSUE/RES:BLUETOOTH IS NOT PAIRING WITH PHONE,
	HAVING DROPPED CALLNE IS NOT WORKING. WHEN CUST GETS A PHONE FFOLTHE BLUETOOTH WILL GOT HANDSET. CUST WAS ON THE PHONE.
	CHECKED MAP TOOL. SEVERAL TOWERS DOWN IN MAP TOOL. DID A MR AN
	NO RESULT. •IMEI/SIM: 358850020636946
	倢FUD: 02/09/2010
	•LDI: WHITE •DAMAGE
04/03/2010 13:18:55 RMA approved FIN	IN 847-744-5626 30143 - REVERSE LOC
04/03/2010 13:18:55 RMA approved FIN System Text	IN 847-744-5626 30143 - REVERSE LOC
System Text	•
System Text	RMA HAS BEEN APPROVED AND REPLACEMENT ORDER HAS BEEN CREATER
System Text RMA has been approved and replacement order has been created 04/03/2010 13:18:53 RMA approved FIN	RMA HAS BEEN APPROVED AND REPLACEMENT ORDER HAS BEEN CREATER. THE WORKING USER ID IS :RLUSER
System Text RMA has been approved and replacement order has been created	RMA HAS BEEN APPROVED AND REPLACEMENT ORDER HAS BEEN CREATER. THE WORKING USER ID IS :RLUSER

Creation Dates	TYPE! C	ategory Subscribes	Created By:
04/03/2010 13:12:28 'Upg Elg Che System Te Equipment Upgrade Eligibility Chec 11/13/2009. Last Early Upg Date: No	ck. Last Upg Date:	Standard Upgrade:	UserTende
04/03/2010 12:48:25 Upg Elg Ch System Te Equipment Upgrade Eligibility Chec 01/13/2009. Last Early Upg Date: No	ck. Last Upg Date:	Standard Upgrade:	UseeText
04/03/2010 12:43:22 CM - Interaction		NOTES: CANNOT / ROUTES CALL RIG TRIED W/ SEVERA EXPERIENCING DI NEARBY THAT IS (NOT BUYING WHA	
04/03/2010 12:40:46 Upg Elg Cl System I Equipment Upgrade Eligibility Che 01/13/2009. Last Early Upg Date: N 04/03/2010 12:36:19 CM - Intera System T	eck. Last Upg Date: lone. USC: AAA.	Standard Upgrade iPhone 3G Standar RM ::CLARIFY:: INTER ACTION: ONE AND NEED: DEVICE/RE RESOLUTION: REI NOTES: MR CHEL INCOMING CALLS AS WELL OFFERE DISCUSS REPLACE	CRESUIT: Eligible. 30145 - CLARIFY CRM USENTENDE RACTION DONE PLACEMENT/WARRANTY EXCHANGE FER TO WARRANTY EXCHANGE MOWSKI IS HAVING AN ISSUE WITH BLUETOOTH ON S AND HAVING DROPPED CALLS ON DEVICE DEVICE ISSUE ED TO XFER CX TO WARRANTY BUT CCR REP WANTED TO EMENT OPTIONS WITH HIM DID EDU OF TOWER DOWN IN WOULD BE AFFECTING THE DROPPED CALL ISSUE PER IDS 96